

# MassHealth Payment and Care Delivery Innovation (PCDI)

## Provider Education and Communication

### Phase II: Operations



Executive Office of Health & Human Services

# Agenda



## 1. Provider Education and Communication Strategy

2. Overview of PCDI

3. Continuity of Care (CoC)

4. Eligibility Verification System (EVS)

5. Health Plan Contact Information

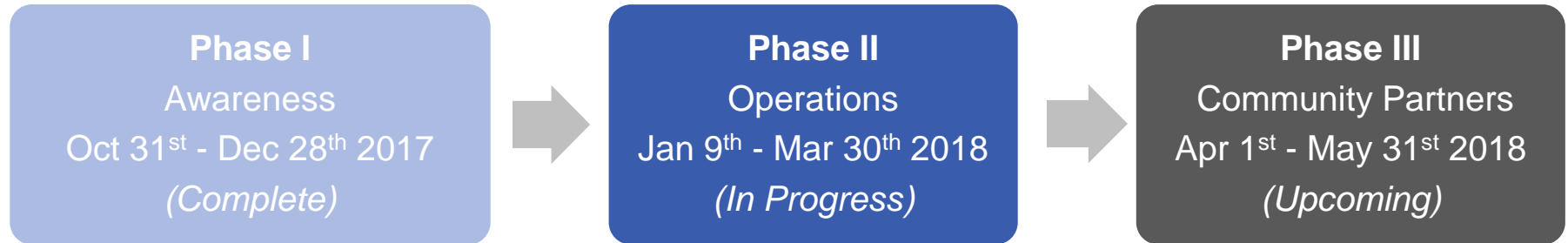
6. Member Information and Resources

7. 2018 Provider Training & Education Schedule

# Provider Education and Communication Strategy



MassHealth is conducting three phases of Payment and Care Delivery Innovation (PCDI) education and communication provider trainings:



- The objective of Phase I: Awareness was to provide all attendees with an understanding of MassHealth PCDI and its impact on providers and members
- The Phase I: Awareness webinar can be viewed on the [MassHealth Provider PCDI Resources Web Page](http://www.mass.gov/lists/provider-pcdi-resources) (URL: [www.mass.gov/lists/provider-pcdi-resources](http://www.mass.gov/lists/provider-pcdi-resources))
- **Phase II aims to address key operational questions, and introduce new and enhanced tools to prepare for changes effective March 1, 2018**
- Phase III training will focus on MassHealth Community Partners



# Provider Resources: Information and Training

The following web pages provide PCDI resources, materials, and information for providers:

- **MassHealth Provider Webpage:** [www.mass.gov/masshealth-for-providers](http://www.mass.gov/masshealth-for-providers)
- **MassHealth PCDI Specific Web Page for Providers:**
  - [www.mass.gov/payment-care-delivery-innovation-pcdi-for-providers](http://www.mass.gov/payment-care-delivery-innovation-pcdi-for-providers)
- **MassHealth Innovations:** [www.mass.gov/hhs/masshealth-innovations](http://www.mass.gov/hhs/masshealth-innovations)
- **MassHealth Learning Management System:**
  - Register for upcoming webinars and trainings and access to the materials for these sessions. *(Note: a valid Provider ID/Service Location number is required to access these resources)*
  - [www.masshealthtraining.com](http://www.masshealthtraining.com)



# MassHealth PCDI for Providers Web Page

[www.mass.gov/payment-care-delivery-innovation-pcdi-for-providers](http://www.mass.gov/payment-care-delivery-innovation-pcdi-for-providers)

MassHealth recently launched a new web page focused on PCDI information for providers. Visit this page to receive the most recent PCDI provider updates and resources.

## Key Sections:

### First time?

- Guide: Payment & Care Delivery Innovation (PCDI) for Providers

### What would you like to do?

- Enroll in a webinar/in-person class
- Log into POSC

### What you need to know

- Webinar/in-person class schedules
- Provider PCDI Regulations
- Provider PCDI Resources

## Payment & Care Delivery Innovation (PCDI) for Providers

Information for providers about the MassHealth PCDI initiative

MassHealth is introducing new health plan options for its 1.3 million managed care eligible members in the form of accountable care organizations (ACOs). These options are designed to emphasize care coordination, member-centric care, and to align financial incentives. MassHealth will continue to offer managed care organizations (MCOs) and the Primary Care Clinician (PCC) Plan. We've created this page to help providers better understand these payment and care delivery changes as they are introduced in the coming months.

### First time?

Guide: Guide:  
Payment & Care  
Delivery Innovation  
(PCDI) for Providers +

### What would you like to do?

Featured:

Enroll in a PCDI webinar or live in-person class +

Log on to POSC to verify member's eligibility and new ACO health plan +

### What you need to know

PCDI schedule for provider webinars and in-person classes +

PCDI resources for providers +

Regulations amended for PCDI +



# Provider PCDI Resources Web Page

[www.mass.gov/lists/pcdi-resources-for-providers](http://www.mass.gov/lists/pcdi-resources-for-providers)

## What's Included

### Bulletins:

- All Provider Bulletin 272:  
Overview of 2018 New Health Plan Options

### PCDI Fact Sheets for:

- PCPs
- Specialists
- Behavioral Health Providers
- Hospitals
- LTSS (*Coming Soon*)

### Provider Education Tools:

- Provider PCDI Phase I: Awareness Webinar

### Links to Member Resources:

- MassHealth Health plan materials and information for members

## Provider PCDI Resources

Bulletins, fact sheets, charts, and other materials for providers related to PCDI

### IN THIS LIST

- Bulletins
- PCDI fact sheets for providers
- Provider Education Tools
- Links to member resources


### Bulletins

-  All Provider Bulletin 272: MassHealth Payment and Care Delivery Innovations (PCDI) (PDF 1.25 MB)
-  All Provider Bulletin 272: MassHealth Payment and Care Delivery Innovations (PCDI) (DOCX 2.65 MB)

### PCDI fact sheets for providers

-  PCDI fact sheet for primary care providers (PDF 67.69 KB)
-  PCDI fact sheet for specialists (PDF 69.38 KB)
-  PCDI fact sheet for behavioral health providers (PDF 71.41 KB)
-  PCDI fact sheet for acute care hospitals (PDF 78.58 KB)

### Provider Education Tools

-  Provider PCDI Phase I: Awareness Webinar (PDF 1.07 MB)
- [PCDI provider training schedule](#)

### Links to member resources

- [MassHealth Health plan materials and information for members](#)
- [Learn about the letters with the green stripes \[new options for members\]](#)

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# Overview of PCDI

- Effective March 1, 2018, MassHealth is introducing Accountable Care Organizations (ACOs) to approximately 1.2\* million managed care eligible members
- There will be three types of ACO models, each designed to emphasize care coordination, member-centric care, and align financial incentives: Accountable Care Partnership Plans, Primary Care ACO Plans, and a MCO-Administered ACO Plan
- MassHealth will also offer two Managed Care Organization (MCO) Plans, and the Primary Care Clinician (PCC) Plan as managed care options



\* Member counts are subject to change due to normal activity related to member eligibility and member choice.





# Eligible Members and Health Plan Options

Managed-care eligible members are:

- Younger than age 65, without any third-party insurance coverage (*including Medicare*)
- Living in the community (*e.g. not in a nursing facility*)
- Enrolled in one of the following MassHealth coverage types: *Standard, CommonHealth, CarePlus, or Family Assistance*

Effective March 1, 2018, managed care eligible members will have the option to enroll in one of the following:

- Accountable Care Partnership Plans
- Primary Care ACO Plans
- Managed Care Organizations (MCOs)
- Primary Care Clinician (PCC) Plan

**Note:** MassHealth members who receive MassHealth coverage through Fee-for-Service (including those over age 65 or with third-party coverage), OneCare plans, Senior Care Options (SCO) plans, or Program of All-Inclusive Care for the Elderly (PACE) organizations are not affected by PCDI.

# ACO/MCO-Covered Services



MassHealth members enrolled in ACOs and MCOs will receive certain services that are **paid for by their plan** (“ACO-Covered” or “MCO-Covered”) and certain services that are **paid for by MassHealth**. Covered services may differ by coverage type. (Refer to plans for more information.)

ACO/MCO-Covered services include:

- **Physical health** services such as primary care, inpatient, outpatient, professional specialty, and emergency physical health services
- **Behavioral health** services such as inpatient, outpatient, diversionary, and emergency behavioral health services
- **Pharmacy services**, with limited exceptions
- **Other Covered Services**, including home health (except continuous skilled nursing), durable medical equipment (DME), hospice, therapy, chronic disease hospitals, rehabilitation hospitals, and nursing homes for the first 100 days of admission



# PCDI and Long-Term Services and Supports (LTSS)

The following LTSS services will continue to be paid by MassHealth fee-for-service:

- Personal Care Attendant
- Adult Foster Care
- Group Adult Foster Care
- Adult Day Health
- Day Habilitation
- Continuous Skilled Nursing
- Long-Term (over 100 days) Nursing Facilities, and
- Long-Term (over 100 days) Chronic Disease and Rehabilitation Hospitals

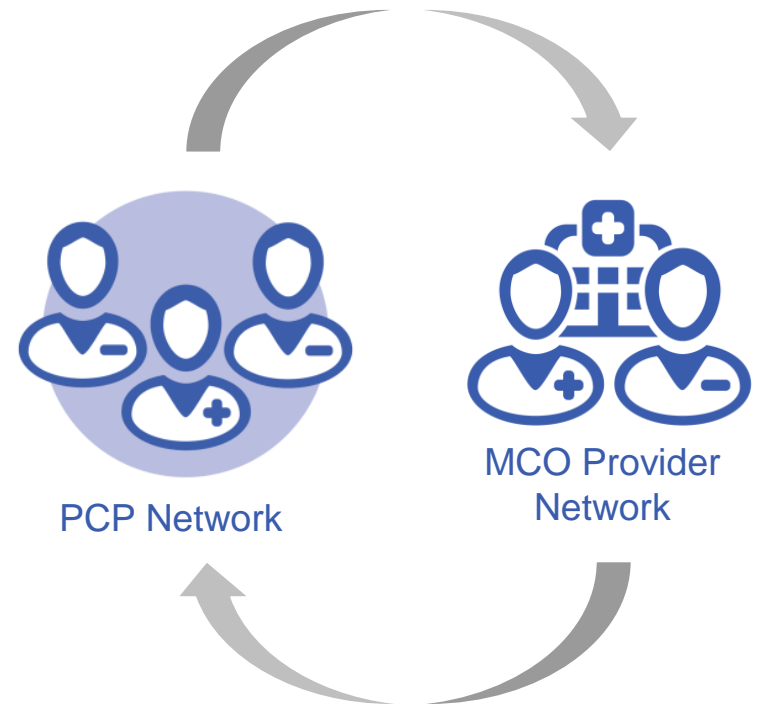
These services will not be included in ACO and MCO total cost of care and capitation rates.

If providers have questions about prior authorizations, claims, referrals, or other matters related to LTSS, they should contact MassHealth's LTSS Provider Service Center, **Optum**, by emailing [support@masshealthltss.com](mailto:support@masshealthltss.com), visiting their website, [www.masshealthltss.com](http://www.masshealthltss.com), or by calling 1-844-368-5184

# Accountable Care Partnership Plans (Model A)

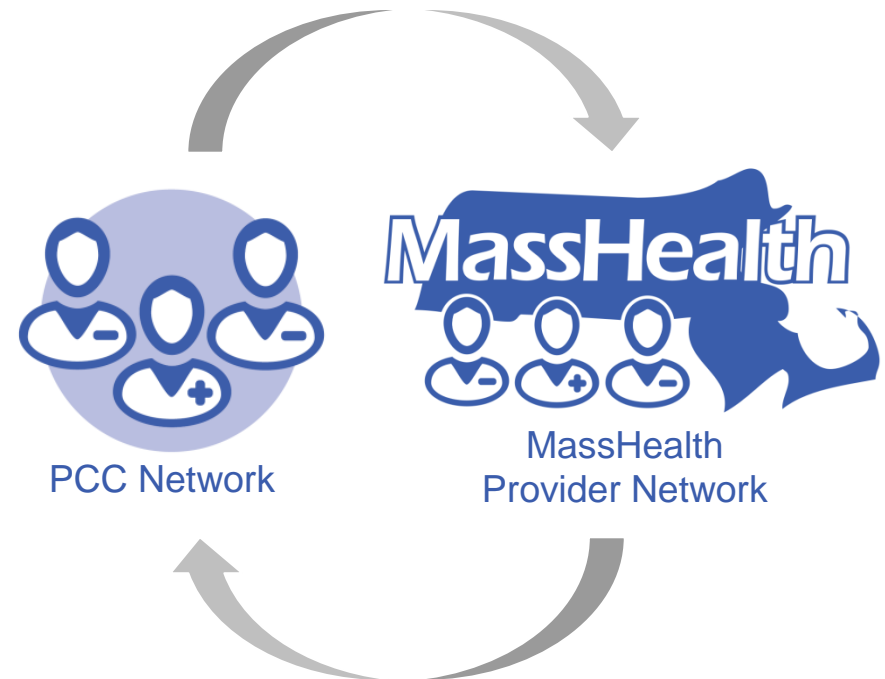


- A network of PCPs who have exclusively partnered with an MCO to use the MCO's provider network to provide integrated and coordinated care for members
- Accountable Care Partnership Plans cover a set of service areas where they will operate. Members must live in the service areas covered by the ACO to enroll in that plan
- MassHealth has contracted with 13 Accountable Care Partnership Plans



# Primary Care ACOs (Model B)

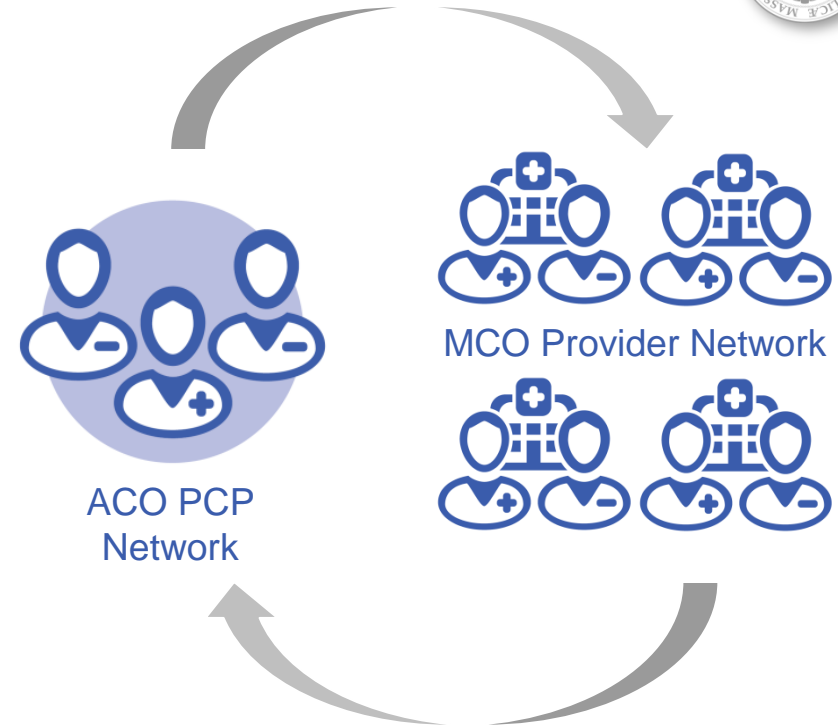
- A network of PCCs who contract directly with MassHealth to provide integrated and coordinated care for members
- Primary Care ACOs work with the entire MassHealth provider network of specialists and hospitals, and may have certain providers in their “referral circle” that will not require a MassHealth referral for the service
- Primary Care ACOs will use the Massachusetts Behavioral Health Partnership (MBHP) for behavioral health services
- MassHealth has contracted with 3 Primary Care ACO Plans





# MCO-Administered ACOs (Model C)

- A network of PCPs who may contract with one or multiple MCOs, and use the MCO provider networks to provide integrated and coordinated care for members
- MCO-Administered ACOs are not presented as an enrollment option for members because they will be attributed through their relevant MCO
- There is one MCO-Administered ACO, **Lahey Clinical Performance Network**, which is participating with both MCOs effective March 1, 2018:
  - Boston Medical Center (BMC) HealthNet Plan, and
  - Tufts Health Together



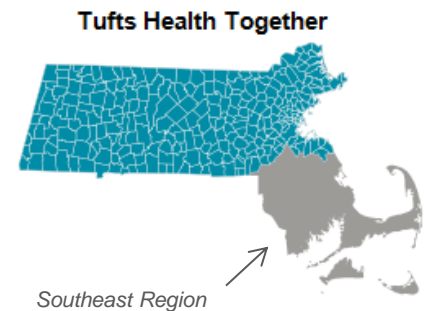
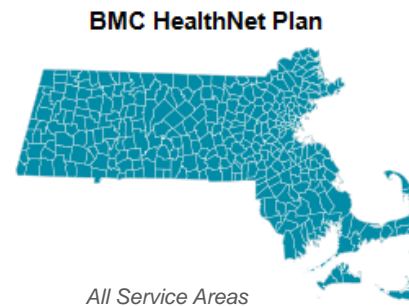


# MCOs and the PCC Plan

In addition to ACOs, members will continue to have the following managed care options effective March 1, 2018:

## Managed Care Organizations (MCOs)

- MCOs are health plans run by insurance companies that provide care through their own provider network that includes PCPs, specialists, behavioral health providers, and hospitals
- There are two MCO options: Boston Medical Center (BMC) HealthNet Plan, and Tufts Health Together
- BMC HealthNet Plan will operate statewide, and Tufts Health Together will operate in every region except Southeast, MA



## Primary Care Clinician (PCC) Plan

- The Primary Care Clinician (PCC) Plan is a statewide plan run by MassHealth that uses the MassHealth provider network
- Behavioral health services for the PCC Plan are provided by the Massachusetts Behavioral Health Partnership (MBHP)
- Members must choose a PCC in order to enroll in a PCC Plan



# Current and Estimated Enrollments

## Current Managed Care Enrollment as of December 2017

Enrollment	Approximate Number of Members*	Approximate Percentage of Members*
MCOs	834,000	66%
PCC Plan	435,000	34%

## Estimated March 1<sup>st</sup> Managed Care Enrollment

Enrollment	Approximate Range of Members*	Approximate Percentage of Member Assignments*
Accountable Care Partnership Plans	Between 440,000 to 530,000	~45%
Primary Care ACOs	Between 300,000 to 360,000	~31%
MCO-Administered ACOs	10,000	~1%
MCOs & PCC Plan	Between 200,000 to 300,000	~23%

\* Member counts are subject to change due to normal activity related to member eligibility and member choice



# MassHealth Health Plan Options Effective March 1, 2018



## Accountable Care Partnership Plans (Model A)

<b>Be Healthy Partnership</b> - Baystate Health Care Alliance with Health New England
<b>Berkshire Fallon Health Collaborative</b> - Health Collaborative of the Berkshires with Fallon Health
<b>BMC HealthNet Plan Signature Alliance</b> - Signature Healthcare with BMC HealthNet Plan
<b>BMC HealthNet Plan Community Alliance</b> - Boston Accountable Care Organization with BMC HealthNet Plan
<b>BMC HealthNet Plan Mercy Alliance</b> - Mercy Medical Center with BMC HealthNet Plan
<b>BMC HealthNet Plan Southcoast Alliance</b> - Southcoast Health with BMC HealthNet Plan
<b>Fallon 365 Care</b> - Reliant Medical Group with Fallon Health
<b>My Care Family</b> - Merrimack Valley ACO with Neighborhood Health Plan (NHP)
<b>Tufts Health Together with Atrius Health</b> - Atrius Health with Tufts Health Plan (THP)
<b>Tufts Health Together with BIDCO</b> - Beth Israel Deaconess Care Organization (BIDCO) with Tufts Health Plan (THP)
<b>Tufts Health Together with Boston Children's ACO</b> – Boston Children's ACO with Tufts Health Plan (THP)
<b>Tufts Health Together with CHA</b> - Cambridge Health Alliance (CHA) with Tufts Health Plan (THP)
<b>Wellforce Care Plan</b> - Wellforce with Fallon Health

MCOs	MCO-Administered ACO (Model C)	PCC Plan	Primary Care ACO Plans (Model B)
Boston Medical Center (BMC) HealthNet Plan	<b>Lahey Clinical Performance Network</b> (Participating with Boston Medical Center HealthNet Plan and Tufts Health Together)	Primary care Providers in the MassHealth Network	<b>Community Care Cooperative (C3)</b>
Tufts Health Together			<b>Partners HealthCare Choice</b>
			<b>Steward Health Choice</b>

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# Continuity of Care (CoC)

- MassHealth is committed to ensuring CoC for certain high risk populations during their transitions to new health plans
- **All new members are eligible for a 30-day CoC period** upon the effective date of enrollment into a new ACO or MCO plan.
  - During this time, new members may continue to see their current providers (including but not limited to network providers) for medically necessary services for at least 30 days after the effective date of enrollment with a new health plan
  - This includes but is not limited to members who, at the time of their enrollment, **are pregnant, have significant health care needs or complex medical conditions, have autism spectrum disorder, are receiving services such as dialysis, home health, chemotherapy and/or radiation, are hospitalized, have received treatment for behavioral health (BH) or substance use disorders, or have received prior authorization for services.**
- CoC is a contractual obligation for ACOs, MCOs, and MassHealth. Transition support is a shared responsibility across MassHealth members, providers, and Plans.
- MassHealth is working with the Plans, and MassHealth Customer Service to develop policies and procedures to escalate CoC issues to the correct points of contact.
- MassHealth will issue guidance and points of contact for entities who are assisting members with transitions.



# General Approach to Continuity of Care

MassHealth, ACOs, and MCOs will manage Continuity of Care for high risk populations using the following approach:

**Define High Risk Member Identification Criteria**

**Analyze Member Data to Identify High Risk Members**

**Share Prior Authorizations Between Plans**

**Load and Manage Prior Authorizations**

**Manage Member and Provider Communications**

**Manage Escalations from Members and Providers**

# CoC Roles & Responsibilities



Continuity of Care is dependent on clear coordination and understanding of roles and responsibilities between MassHealth, ACOs, and MCOs.

	Accountable Care Partnership Plan (Model A)	Primary Care ACO (Model B)
MassHealth	<b>Member Identification</b> <ul style="list-style-type: none"> <li>Define high risk member Identification criteria (Include data source and codes)</li> </ul> <b>Data Management</b> <ul style="list-style-type: none"> <li>Provide member level data (Encounter Data, member risk file, current plans)</li> </ul> <b>Communications</b> <ul style="list-style-type: none"> <li>Define Point of Contact for CoC Issues</li> <li>Develop CoC escalation process</li> </ul>	<b>Member Identification</b> <ul style="list-style-type: none"> <li>Define high risk member identification criteria (Include data source and codes)</li> <li>Use criteria to identify High Risk members for PA need</li> </ul> <b>Data Management</b> <ul style="list-style-type: none"> <li>Request PAs from prior plans</li> <li>Build PAs</li> <li>Manage PAs for members</li> </ul> <b>Communications</b> <ul style="list-style-type: none"> <li>Manage member and provider communication</li> <li>Define Point of Contact and Policies and Procedures for CoC issues</li> <li>Develop CoC escalation process</li> </ul>
ACOs	<b>Member Identification</b> <ul style="list-style-type: none"> <li>Use criteria to identify High Risk members for PA need</li> </ul> <b>Data Management</b> <ul style="list-style-type: none"> <li>Request PAs from prior plans</li> <li>Build PAs into ACO system</li> <li>Manage PAs for members</li> </ul> <b>Communications</b> <ul style="list-style-type: none"> <li>Manage member and provider communication</li> <li>Develop CoC escalation process</li> <li>Define Point of Contact and Policies and Procedures for CoC issues</li> </ul>	<b>Communications</b> <ul style="list-style-type: none"> <li>Manage member and provider communication</li> <li>Develop CoC escalation process</li> <li>Define Point of Contact and Policies and Procedures for CoC issues</li> </ul>
MCOs	<b>Data Management</b> <ul style="list-style-type: none"> <li>Share existing PAs with other Plans and MassHealth upon request</li> </ul>	<b>Data Management</b> <ul style="list-style-type: none"> <li>Share existing PAs with MassHealth upon request</li> </ul>

*Note: all MCOs, ACOs and MH are all required to participate in calls and planning efforts for CoC*



# CoC Timelines

## Accountable Care Partnership Plans

November

December

January

February

March

ACOs receive a file of member assignments, including prior MCO affiliations

ACOs receive a file of current members, including new Plan assignments

Entities receive High Risk Member Criteria

Entities receive a claims data file

Entities load PAs into their system, and reach out to previously affiliated plans for information as needed. Contract language allows for plan-to-plan communication

Entities manage CoC Activities during the 30 day CoC Period from 3/1/18 to 3/31/18

## Primary Care ACO and PCC Plan

November

December

January

February

March

MassHealth begins conducting data analysis of members not moving to an ACO and coordination with MBHP.

MassHealth defines High Risk Member Criteria

MassHealth uploads PA files into system, and initiates member and provider communications strategies

MassHealth supports Entities as they carry out CoC Activities during the 30 day CoC Period from 3/1/18 to 3/31/18

# Member Identification Criteria – Medical Conditions



Standard criteria for High Risk Members who need Continuity of Care in place is under development with guidance from medical, mental health and pharmacy subject matter experts. This criteria was shared with entities in December 2017 to ensure consistency across all plans.

## Medical Conditions

Hepatitis C  
Human Immunodeficiency Virus (HIV)  
Epilepsy  
Cystic Fibrosis  
Pulmonary Arterial Hypertension  
Angioedema  
Hemophilia  
Multiple Sclerosis  
Diabetes (requiring infusion pumps or other supplies)  
ESRD  
Traumatic Brain Injury  
TB on treatment  
Spinal Cord Injury  
Autism Spectrum  
Transplant Patients  
Congestive Heart Failure (CHF)  
Paraplegia/Quadriplegia  
Spina Bifida

## Provider/Services

2+ hospitalizations in prior 3 months (med or psych)  
2+ ED visits over past year  
ESP (3+ in prior 6 months)  
SNF/CDRH claim within past 90 days  
Oxygen and Respiratory services  
Home health services with greater than 14 SNV visits a week  
Members in the Continuous Skilled Nursing program  
Hospice  
Hoyer Lift

## Special Populations

Pregnant Women  
DCF Children  
DYS Children  
Title IV-E adoption kids  
Kaleigh Mulligan  
DDS Kids / Adults  
DMH Kids / Adults  
HCBW  
Disabled

## Pharmacy Indicators

Medication for Addiction Treatment  
Makena  
Antidepressants  
Antipsychotics  
Mood Stabilizers  
Cancer Treatment  
CAR-T  
Controlled Substance Management Program  
Pediatric Behavioral Health Medication Initiative  
IVIG for immunodeficiency disorders  
Long term oral or IV antibiotics or antifungals  
Anticoagulants/antiplatelet agents  
Antiemetics



# Member Identification Criteria – Behavioral Health

Standard criteria for High Risk Members who need Continuity of Care in place is under development with guidance from medical, mental health and pharmacy subject matter experts. This criteria was shared with entities in December 2017 to ensure consistency across all plans.

Behavioral Health Criteria
ESP (3+ in prior 6 months)
Psych Inpatient Stay (current or within a 3 month period)
Community Crisis Stabilization (current or within a 3 month period)
Psychotherapy for Crisis
Receiving evidence-based PTSD treatment program at Justice Resource Institute - diagnosis (F43.10))
Children's Behavioral Health Initiative Services (CBHI)
ABA Services
Psych Day Treatment
Community Based Acute Treatment (CBAT)
Community Support Program (CSP)
Partial Hospitalization Program (current or within a 3-month period)
Electroconvulsive Therapy (ECT)



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# Eligibility Verification System (EVS)

- Providers should continue to check member enrollment and eligibility using EVS\* on the Provider Online Service Center (POSC)
- Providers reduce the risk of denied claims by using EVS to verify member enrollment and eligibility prior to providing services to MassHealth members
- There are two types of Restrictive Messages that appear on EVS:
  - Eligibility Restrictive Messages (No Changes)
  - Managed Care Data Restrictive Messages (Enhanced)
- Effective March 1, 2018, the Managed Care Data Restrictive Messages will be enhanced to identify which type of health plan a member is enrolled in, and their contact information for inquiries regarding:
  - Billing (medical and behavioral health claims)
  - Service authorizations (medical and behavioral health services)
  - Behavioral Health vendors

If you have questions about how to check a member's eligibility, please refer to the [Verify Member Eligibility Job Aid](#) to learn how to access and check member eligibility using EVS on the POSC

(URL: [www.mass.gov/how-to/check-member-eligibility](http://www.mass.gov/how-to/check-member-eligibility))

\*Note: EVS only displays a member's **current** eligibility, not prospective eligibility. If a member is changing health plans on March 1, 2018, their new enrollment and the corresponding messages will not be visible until that date.

# EVS – Eligibility Tab



May 26, 2017

HOME CONSUMERS PROVIDERS RESEARCHERS GOVERNMENT Logout

Provider Services

- > Home
- > Provider Search
- > Manage Batch Files
- > Manage Service Authorizations
- > Manage Correspondence and Reporting
- > Manage Members
  - > Eligibility
    - > **Verify Member Eligibility**
    - > Inquire Eligibility Request
  - > Enrollment
  - > Long Term Care
- > Manage Claims and Payments
- > Manage Provider Information
- > Administer Account
- > Reference Publications
- > EHR Incentive Program
- > News & Updates
- > Related Links

Related Links

Welcome

Mass.Gov Home State Agencies State Online Services

MassHealth Provider Online Service Center

Member Information **Eligibility** 1.

Dates of Eligibility

Click on the Date Range to view Eligibility information for Member ID 123456789100

Date Range	Eligibility Status
05/24/2017 05/24/2017 2.	MASSHEALTH STANDARD

Close Perform Another Eligibility Check

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Accessibility Feedback Site Policies Contact Us Help Site Map

1. To verify the coverage type a member has, click on the *Eligibility* tab.

2. Click on the hyperlink of the Date Range\* entered for details regarding the member's coverage.

\*Note: EVS only displays a member's **current** eligibility, not prospective eligibility. If a member is changing health plans on March 1, 2018, their new enrollment and the corresponding messages will not be visible until that date.

# 1. BeHealthy Partnership – Accountable Care Partnership Plan



Provider Services

[Home](#)  
[Provider Search](#)  
[Manage Batch Files](#)  
[Manage Service Authorizations](#)  
[Manage Correspondence and Reporting](#)  
[Manage Members](#)  

[Eligibility](#)  

[Verify Member Eligibility](#)  
[Inquire Eligibility Request](#)  
[Enrollment](#)  
[Long Term Care](#)

[Manage Claims and Payments](#)  
[Manage Provider Information](#)  
[Administer Account](#)  
[Reference Publications](#)  
[EHR Incentive Program](#)  
[News & Updates](#)  
[Related Links](#)

Verify Member Eligibility

Member Information

Eligibility

Dates of Eligibility

Click on the Date Range to view Eligibility information for Member ID

Date Range	Eligibility Status
→ 02/07/2018 02/07/2018	MASSHEALTH STANDARD

The information below refers to the MASSHEALTH STANDARD coverage for 02/07/2018 to 02/07/2018.

Eligibility Restrictive Messages

Restrictive Messages

991 / 991 CERTAIN HSN DENTAL SERVICES AVAILABLE AT COMMUNITY HEALTH CENTERS AND HOSPITAL-BASED HEALTH CENTERS.

List of Managed Care Data (for MCO/ACO)

Name	NPI	Phone	Date Range
→ BEHEALTHY PARTNERSHIP		(800) 786-9999	02/07/2018 02/07/2018

Managed Care Data (for MCO/ACO) Details

Begin Date 02/07/2018
End Date 02/07/2018

Name BEHEALTHY PARTNERSHIP

NPI
Phone (800) 786-9999

1573 / 688 BeHealthy Partnership member. BeHealthy Partnership is an Accountable Care Partnership Plan.

Restrictive Messages

1574 / 689 For medical service questions, call 1-800-786-9999.  
1575 / 690 For behavioral health service questions and authorizations, call Massachusetts Behavioral Health Partnership at 1-800-495-0086.  
1576 / 691 For claims, policy, or billing questions, call 1-800-786-9999.

Member Payment Responsibility Detail

Patient Paid Amount
Patient Paid Amount Type

Spend Down Amount

Deductible Amount
Deductible Date

Co-pay Status
Co-pay Cap Status

Restrictive Messages

Close

Perform Another Eligibility Check

**Note:** EVS only displays a member's **current** eligibility, not prospective eligibility.

If a member enrolls in a health plan effective March 1, 2018 their new Plan assignment and corresponding messages will not appear in EVS until the date the enrollment takes effect.

## 2. Berkshire Fallon Health Collaborative – Accountable Care Partnership Plan



Provider Services

[Home](#)
[Provider Search](#)
[Manage Batch Files](#)
[Manage Service Authorizations](#)
[Manage Correspondence and Reporting](#)
[Manage Members](#)

[Eligibility](#)

[Verify Member Eligibility](#)
[Inquire Eligibility Request](#)

[Enrollment](#)
[Long Term Care](#)
[Manage Claims and Payments](#)
[Manage Provider Information](#)
[Administer Account](#)
[Reference Publications](#)
[EHR Incentive Program](#)
[News & Updates](#)
[Related Links](#)

Verify Member Eligibility

Member Information

Eligibility

Dates of Eligibility

Click on the Date Range to view Eligibility information for Member ID

Date Range	Eligibility Status
02/07/2018 02/07/2018	CAREPLUS

The information below refers to the CAREPLUS coverage for 02/07/2018 to 02/07/2018.

Eligibility Restrictive Messages

Restrictive Messages

1539 / 991 Certain HSN dental services available at community health centers and hospital-based health centers.

List of Managed Care Data (for MCO/ACO)

Name	NPI	Phone	Date Range
BERKSHIRE FALLON HEALTH COLLABORATI		(855) 203-4660	02/07/2018 02/07/2018

Managed Care Data (for MCO/ACO) Details

Begin Date 02/07/2018
End Date 02/07/2018

Name BERKSHIRE FALLON HEALTH COLLABORATI

NPI
Phone (855) 203-4660

Restrictive Messages

1577 / 692 Berkshire Fallon Health Collaborative member. Berkshire Fallon Health Collaborative is an Accountable Care Partnership Plan.
1578 / 693 For medical service questions, call 1-855-203-4660.
1579 / 694 For behavioral health service questions and authorizations, call Beacon Health Strategies at 1-888-877-7184.
1580 / 695 For claims, policy, or billing questions, call 1-855-203-4660.

Member Payment Responsibility Detail

Patient Paid Amount
Patient Paid Amount Type
Spend Down Amount
Deductible Amount
Deductible Date
Co-pay Status
Co-pay Cap Status

Restrictive Messages

Close

Perform Another Eligibility Check

**Note:** EVS only displays a member's **current** eligibility, not prospective eligibility.

If a member enrolls in a health plan effective March 1, 2018 their new Plan assignment and corresponding messages will not appear in EVS until the date the enrollment takes effect.

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[Accessibility](#)
[Feedback](#)
[Site Policies](#)
[Contact Us](#)
[Help](#)
[Site Map](#)

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### 3. BMC HealthNet Plan Community Alliance – Accountable Care Partnership Plan



[Home](#)  
[Provider Search](#)  
[Manage Batch Files](#)  
[Manage Service Authorizations](#)  
[Manage Correspondence and Reporting](#)  
[Manage Members](#)  
 ✓ [Eligibility](#)  
     > [Verify Member Eligibility](#)  
     > [Inquire Eligibility Request](#)  
     > [Enrollment](#)  
     > [Long Term Care](#)  
[Manage Claims and Payments](#)  
[Manage Provider Information](#)  
[Administer Account](#)  
[Reference Publications](#)  
[EHR Incentive Program](#)  
[News & Updates](#)

Member Information		Eligibility	
<b>Dates of Eligibility</b>			
Click on the Date Range to view Eligibility information for Member ID			
Date Range	Eligibility Status		
→ 02/05/2018 02/05/2018	MASSHEALTH STANDARD		
The information below refers to the <b>MASSHEALTH STANDARD</b> coverage for 02/05/2018 to 02/05/2018.			
<b>Eligibility Restrictive Messages</b>			
Restrictive Messages	991 / 991 CERTAIN HSN DENTAL SERVICES AVAILABLE AT COMMUNITY HEALTH CENTERS AND HOSPITAL-BASED HEALTH CENTERS.		
<b>List of Managed Care Data (for MCO/ACO)</b>			
Name	NPI	Phone	Date Range
→ BMC HEALTHNET PLAN COMMUNITY ALLIAN		(888) 566-0010	02/05/2018 02/05/2018
<b>Managed Care Data (for MCO/ACO) Details</b>			
Begin Date	02/05/2018	End Date	02/05/2018
Name	BMC HEALTHNET PLAN COMMUNITY ALLIAN		
NPI	Phone (888) 566-0010		
Restrictive Messages	1581 / 696 BMC HealthNet Plan Community Alliance member. BMC HealthNet Plan Community Alliance is an Accountable Care Partnership Plan.  1582 / 697 For medical service questions, call 1-888-566-0010.  1583 / 698 For behavioral health service questions and authorizations, call Beacon Health Strategies at 1-888-217-3501.  1584 / 699 For claims, policy, or billing questions, call 1-888-566-0010.		
<b>Member Payment Responsibility Detail</b>			
Patient Paid Amount	Patient Paid Amount Type		
Spend Down Amount			
Deductible Amount	Deductible Date		
Co-pay Status	Co-pay Cap Status		
Restrictive Messages			
<a href="#">Close</a>		<a href="#">Perform Another Eligibility Check</a>	

**Note:** EVS only displays a member's **current** eligibility, not prospective eligibility.

If a member enrolls in a health plan effective March 1, 2018 their new Plan assignment and corresponding messages will not appear in EVS until the date the enrollment takes effect.

# 4. BMC HealthNet Plan Mercy Alliance – Accountable Care Partnership Plan



> Home

> Provider Search

> Manage Batch Files

> Manage Service Authorizations

> Manage Correspondence and Reporting

> Manage Members

> Eligibility

> Verify Member Eligibility

> Inquire Eligibility Request

> Enrollment

> Long Term Care

> Manage Claims and Payments

> Manage Provider Information

> Administer Account

> Reference Publications

> EHR Incentive Program

> News & Updates

> Related Links

Member InformationEligibility

Dates of Eligibility

Click on the Date Range to view Eligibility information for Member ID

Date Range	Eligibility Status
➔ 02/07/2018 02/07/2018	MASSHEALTH STANDARD

The information below refers to the **MASSHEALTH STANDARD** coverage for **02/07/2018 to 02/07/2018**.

Eligibility Restrictive Messages

Restrictive Messages

991 / 991 CERTAIN HSN DENTAL SERVICES AVAILABLE AT COMMUNITY HEALTH CENTERS AND HOSPITAL-BASED HEALTH CENTERS.

List of Managed Care Data (for MCO/ACO)

Name	NPI	Phone	Date Range
➔ BMC HEALTHNET PLAN MERCY ALLIANCE		(888) 566-0010	02/07/2018 02/07/2018

Managed Care Data (for MCO/ACO) Details

Begin Date02/07/2018End Date02/07/2018

NameBMC HEALTHNET PLAN MERCY ALLIANCE

NPIPhone(888) 566-0010

Restrictive Messages

1585 / 700 BMC HealthNet Plan Mercy Alliance member. BMC HealthNet Plan Mercy Alliance is an Accountable Care Partnership Plan.

1586 / 701 For medical service questions, call 1-888-566-0010.

1587 / 702 For behavioral health service questions and authorizations, call Beacon Health Strategies at 1-888-217-3501.

1588 / 703 For claims, policy, or billing questions, call 1-888-566-0010.

Member Payment Responsibility Detail

Patient Paid AmountPatient Paid Amount Type

Spend Down Amount

Deductible AmountDeductible Date

Co-pay StatusCo-pay Cap Status

Restrictive Messages

Close

Perform Another Eligibility Check

**Note:** EVS only displays a member's **current** eligibility, not prospective eligibility.

If a member enrolls in a health plan effective March 1, 2018 their new Plan assignment and corresponding messages will not appear in EVS until the date the enrollment takes effect.

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AccessibilityFeedbackSite PoliciesContact UsHelpSite Map

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## 5. BMC HealthNet Plan Signature Alliance – Accountable Care Partnership Plan



[Provider Services](#)

- > [Home](#)
- > [Provider Search](#)
- > [Manage Batch Files](#)
- > [Manage Service Authorizations](#)
- > [Manage Correspondence and Reporting](#)
- > [Manage Members](#)
  - > [Eligibility](#)
    - > **Verify Member Eligibility**
    - > [Inquire Eligibility Request](#)
  - > [Enrollment](#)
  - > [Long Term Care](#)
- > [Manage Claims and Payments](#)
- > [Manage Provider Information](#)
- > [Administer Account](#)
- > [Reference Publications](#)
- > [EHR Incentive Program](#)
- > [News & Updates](#)
- > [Related Links](#)

[Verify Member Eligibility](#)

[Member Information](#)
[Eligibility](#)

### Dates of Eligibility

Click on the Date Range to view Eligibility information for Member ID

Date Range	Eligibility Status
→ 02/07/2018 02/07/2018	MASSHEALTH STANDARD

The information below refers to the **MASSHEALTH STANDARD** coverage for 02/07/2018 to 02/07/2018.

### Eligibility Restrictive Messages

Restrictive Messages 991 / 991 CERTAIN HSN DENTAL SERVICES AVAILABLE AT COMMUNITY HEALTH CENTERS AND HOSPITAL-BASED HEALTH CENTERS.

### List of Managed Care Data (for MCO/ACO)

Name	NPI	Phone	Date Range
→ BMC HEALTHNET PLAN SIGNATURE ALLIAN		(888) 566-0010	02/07/2018 02/07/2018

### Managed Care Data (for MCO/ACO) Details

Begin Date 02/07/2018 End Date 02/07/2018

Name BMC HEALTHNET PLAN SIGNATURE ALLIAN

NPI Phone (888) 566-0010

1589 / 704 BMC HealthNet Plan Signature Alliance member. BMC HealthNet Plan Signature Alliance is an Accountable Care Partnership Plan.

Restrictive Messages 1590 / 705 For medical service questions, call 1-888-566-0010.

1591 / 706 For behavioral health service questions and authorizations, call Beacon Health Strategies at 1-888-217-3501.

1592 / 707 For claims, policy, or billing questions, call 1-888-566-0010.

### Member Payment Responsibility Detail

Patient Paid Amount	Patient Paid Amount Type
Spend Down Amount	
Deductible Amount	Deductible Date
Co-pay Status	Co-pay Cap Status

Restrictive Messages

[Close](#) [Perform Another Eligibility Check](#)

**Note:** EVS only displays a member's **current** eligibility, not prospective eligibility.

If a member enrolls in a health plan effective March 1, 2018 their new Plan assignment and corresponding messages will not appear in EVS until the date the enrollment takes effect.



## 6. BMC HealthNet Plan Southcoast Alliance – Accountable Care Partnership Plan



Provider Services

[Home](#)  
[Provider Search](#)  
[Manage Batch Files](#)  
[Manage Service Authorizations](#)  
[Manage Correspondence and Reporting](#)  
[Manage Members](#)  

[Eligibility](#)  

[Verify Member Eligibility](#)  
[Inquire Eligibility Request](#)  
[Enrollment](#)  
[Long Term Care](#)  
[Manage Claims and Payments](#)  
[Manage Provider Information](#)  
[Administer Account](#)  
[Reference Publications](#)  
[EHR Incentive Program](#)  
[News & Updates](#)  
[Related Links](#)

Verify Member Eligibility

Member Information

Eligibility

Dates of Eligibility

Click on the Date Range to view Eligibility information for Member ID

Date Range	Eligibility Status
→ 02/01/2018 02/01/2018	MASSHEALTH STANDARD

The information below refers to the **MASSHEALTH STANDARD** coverage for **02/01/2018 to 02/01/2018**.

Eligibility Restrictive Messages

Restrictive Messages

246 / 246 EXEMPT FROM COPAY ON PHARMACY SERVICES UNDER 130 CMR 450.130(D).  
186 / 186 EXEMPT FROM COPAY ON NON-PHARMACY SERVICES UNDER 130 CMR 450.130(D).

List of Managed Care Data (for MCO/ACO)

Name	NPI	Phone	Date Range
→ BMC HEALTHNET PLAN SOUTHCOAST ALLIA		(888) 566-0010	02/01/2018 02/01/2018

Managed Care Data (for MCO/ACO) Details

Begin Date 02/01/2018
End Date 02/01/2018

Name BMC HEALTHNET PLAN SOUTHCOAST ALLIA

NPI
Phone (888) 566-0010

1593 / 708 BMC HealthNet Plan Southcoast Alliance member. BMC HealthNet Plan Southcoast Alliance is an Accountable Care Partnership Plan.  
1594 / 709 For medical service questions, call 1-888-566-0010.  
1595 / 710 For behavioral health service questions and authorizations, call Beacon Health Strategies at 1-888-217-3501.  
1596 / 711 For claims, policy, or billing questions, call 1-888-566-0010.

Member Payment Responsibility Detail

Patient Paid Amount	Patient Paid Amount Type
Spend Down Amount	
Deductible Amount	Deductible Date
Co-pay Status	Co-pay Cap Status

Restrictive Messages

Close

Perform Another Eligibility Check

**Note:** EVS only displays a member's **current** eligibility, not prospective eligibility.

If a member enrolls in a health plan effective March 1, 2018 their new Plan assignment and corresponding messages will not appear in EVS until the date the enrollment takes effect.

## 7. Fallon 365 Care – Accountable Care Partnership Plan



**Provider Services**

- > Home
- > Provider Search
- > Manage Batch Files
- > Manage Service Authorizations
- > Manage Correspondence and Reporting
- > Manage Members
  - > Eligibility
    - > **Verify Member Eligibility**
    - > Inquire Eligibility Request
  - > Enrollment
  - > Long Term Care
- > Manage Claims and Payments
- > Manage Provider Information
- > Administer Account
- > Reference Publications
- > EHR Incentive Program
- > News & Updates
- > Related Links

**Verify Member Eligibility**

**Member Information****Eligibility**

**Dates of Eligibility**

Click on the Date Range to view Eligibility information for Member ID

Date Range	Eligibility Status
→ 02/07/2018 02/07/2018	MASSHEALTH STANDARD

The information below refers to the **MASSHEALTH STANDARD** coverage for 02/07/2018 to 02/07/2018.

**Eligibility Restrictive Messages**

**Restrictive Messages** 991 / 991 CERTAIN HSN DENTAL SERVICES AVAILABLE AT COMMUNITY HEALTH CENTERS AND HOSPITAL-BASED HEALTH CENTERS.

**List of Managed Care Data (for MCO/ACO)**

Name	NPI	Phone	Date Range
→ FALLON 365 CARE		(855) 508-3390	02/07/2018 02/07/2018

**Managed Care Data (for MCO/ACO) Details**

Begin Date	End Date
02/07/2018	02/07/2018

**Name** FALLON 365 CARE

**NPI**

**Phone** (855) 508-3390

**Restrictive Messages**

1597 / 712 Fallon 365 Care member. Fallon 365 Care is an Accountable Care Partnership Plan.

1598 / 713 For medical service questions, call 1-855-508-3390.

1599 / 714 For behavioral health service questions and authorizations, call Beacon Health Options at 1-888-877-7182.

1600 / 715 For claims, policy, or billing questions, call 1-855-508-3390.

**Member Payment Responsibility Detail**

Patient Paid Amount	Patient Paid Amount Type
Spend Down Amount	
Deductible Amount	Deductible Date
Co-pay Status	Co-pay Cap Status

**Restrictive Messages**

**Close****Perform Another Eligibility Check**

**Note:** EVS only displays a member's **current** eligibility, not prospective eligibility.

If a member enrolls in a health plan effective March 1, 2018 their new Plan assignment and corresponding messages will not appear in EVS until the date the enrollment takes effect.

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## 8. My Care Family – Accountable Care Partnership Plan



[Provider Services](#)

- > [Home](#)
- > [Provider Search](#)
- > [Manage Batch Files](#)
- > [Manage Service Authorizations](#)
- > [Manage Correspondence and Reporting](#)
- > [Manage Members](#)
  - > [Eligibility](#)
    - > **Verify Member Eligibility**
    - > [Inquire Eligibility Request](#)
  - > [Enrollment](#)
  - > [Long Term Care](#)
- > [Manage Claims and Payments](#)
- > [Manage Provider Information](#)
- > [Administer Account](#)
- > [Reference Publications](#)
- > [EHR Incentive Program](#)
- > [News & Updates](#)
- > [Related Links](#)

Verify Member Eligibility

Member Information

Eligibility

Dates of Eligibility

Click on the Date Range to view Eligibility information for Member ID

Date Range	Eligibility Status
→ 02/07/2018 02/07/2018	MASSHEALTH STANDARD

The information below refers to the **MASSHEALTH STANDARD** coverage for 02/07/2018 to 02/07/2018.

Eligibility Restrictive Messages

Restrictive Messages

991 / 991 CERTAIN HSN DENTAL SERVICES AVAILABLE AT COMMUNITY HEALTH CENTERS AND HOSPITAL-BASED HEALTH CENTERS.

List of Managed Care Data (for MCO/ACO)

Name	NPI	Phone	Date Range
→ MY CARE FAMILY		(800) 462-5449	02/07/2018 02/07/2018

Managed Care Data (for MCO/ACO) Details

Begin Date

02/07/2018

End Date

02/07/2018

Name

MY CARE FAMILY

NPI

Phone

(800) 462-5449

Restrictive Messages

1601 / 716 My Care Family member. My Care Family is an Accountable Care Partnership Plan.

1602 / 717 For medical service questions, call 1-800-462-5449.

1603 / 718 For behavioral health service questions and authorizations, call Beacon Health Options at 1-800-414-2820.

1604 / 719 For claims, policy, or billing questions, call 1-800-462-5449.

Member Payment Responsibility Detail

Patient Paid Amount

Patient Paid Amount Type

Spend Down Amount

Deductible Amount

Deductible Date

Co-pay Status

Co-pay Cap Status

Restrictive Messages

Close

Perform Another Eligibility Check

**Note:** EVS only displays a member's **current** eligibility, not prospective eligibility.

If a member enrolls in a health plan effective March 1, 2018 their new Plan assignment and corresponding messages will not appear in EVS until the date the enrollment takes effect.

# 9. Tufts Health Together with Atrius Health – Accountable Care Partnership Plan



Provider Services

[Home](#)  
[Provider Search](#)  
[Manage Batch Files](#)  
[Manage Service Authorizations](#)  
[Manage Correspondence and Reporting](#)  
[Manage Members](#)  

[Eligibility](#)  

[Verify Member Eligibility](#)  
[Inquire Eligibility Request](#)

[Enrollment](#)  
[Long Term Care](#)  
[Manage Claims and Payments](#)  
[Manage Provider Information](#)  
[Administer Account](#)  
[Reference Publications](#)  
[EHR Incentive Program](#)  
[News & Updates](#)  
[Related Links](#)

Verify Member Eligibility

Member Information

Eligibility

Dates of Eligibility

Click on the Date Range to view Eligibility information for Member ID

Date Range	Eligibility Status
02/12/2018 02/12/2018	MASSHEALTH STANDARD

The information below refers to the **MASSHEALTH STANDARD** coverage for 02/12/2018 to 02/12/2018.

Eligibility Restrictive Messages

Restrictive Messages

991 / 991 CERTAIN HSN DENTAL SERVICES AVAILABLE AT COMMUNITY HEALTH CENTERS AND HOSPITAL-BASED HEALTH CENTERS.

List of Managed Care Data (for MCO/ACO)

Name	NPI	Phone	Date Range
TUFTS HEALTH TOGETHER WITH ATRIUS H		(888) 257-1985	02/12/2018 02/12/2018

Managed Care Data (for MCO/ACO) Details

Begin Date

02/12/2018

End Date

02/12/2018

Name

TUFTS HEALTH TOGETHER WITH ATRIUS H

NPI

Phone

(888) 257-1985

1605 / 720 Tufts Health Together with Atrius Health member. Tufts Health Together With Atrius Health is an Accountable Care Partnership Plan.

Restrictive Messages

1606 / 721 For medical service questions, call 1-888-257-1985.

1607 / 722 For behavioral health service questions and authorizations, call Tufts Health Together With Atrius at 1-888-257-1985.

1608 / 723 For claims, policy, or billing questions, call 1-888-257-1985.

Member Payment Responsibility Detail

Patient Paid Amount

Patient Paid Amount Type

Spend Down Amount

Deductible Amount

Deductible Date

Co-pay Status

Co-pay Cap Status

Restrictive Messages

Close

Perform Another Eligibility Check

**Note:** EVS only displays a member's **current** eligibility, not prospective eligibility.

If a member enrolls in a health plan effective March 1, 2018 their new Plan assignment and corresponding messages will not appear in EVS until the date the enrollment takes effect.

# 10. Tufts Health Together with BIDCO – Accountable Care Partnership Plan



- > [Home](#)
- > [Provider Search](#)
- > [Manage Batch Files](#)
- > [Manage Service Authorizations](#)
- > [Manage Correspondence and Reporting](#)
- > [Manage Members](#)
  - > [Eligibility](#)
    - > [Verify Member Eligibility](#)
    - > [Inquire Eligibility Request](#)
  - > [Enrollment](#)
  - > [Long Term Care](#)
- > [Manage Claims and Payments](#)
- > [Manage Provider Information](#)
- > [Administer Account](#)
- > [Reference Publications](#)
- > [EHR Incentive Program](#)
- > [News & Updates](#)
- > [Related Links](#)

Member Information		Eligibility	
<b>Dates of Eligibility</b>			
Click on the Date Range to view Eligibility information for Member ID			
	Date Range	Eligibility Status	
→	02/05/2018 02/05/2018	MASSHEALTH STANDARD	
The information below refers to the <b>MASSHEALTH STANDARD</b> coverage for 02/05/2018 to 02/05/2018.			
<b>Eligibility Restrictive Messages</b>			
Restrictive Messages	246 / 246 EXEMPT FROM COPAY ON PHARMACY SERVICES UNDER 130 CMR 450.130(D). 186 / 186 EXEMPT FROM COPAY ON NON-PHARMACY SERVICES UNDER 130 CMR 450.130(D).		
<b>List of Managed Care Data (for MCO/ACO)</b>			
	Name	NPI	Phone
→	TUFTS HEALTH TOGETHER WITH BIDCO		(888) 257-1985
<b>Managed Care Data (for MCO/ACO) Details</b>			
Begin Date 02/05/2018		End Date 02/05/2018	
Name TUFTS HEALTH TOGETHER WITH BIDCO			
NPI		Phone (888) 257-1985	
Restrictive Messages	1609 / 724 Tufts Health Together with BIDCO member. Tufts Health Together with BIDCO is an Accountable Care Partnership Plan. 1610 / 725 For medical service questions, call 1-888-257-1985. 1611 / 726 For behavioral health service questions and authorizations, call Tufts Health Together with BIDCO at 1-888-257-1985. 1612 / 727 For claims, policy, or billing questions, call 1-888-257-1985.		
<b>Member Payment Responsibility Detail</b>			
Patient Paid Amount		Patient Paid Amount Type	
Spend Down Amount			
Deductible Amount		Deductible Date	
Co-pay Status		Co-pay Cap Status	
Restrictive Messages			
<a href="#">Close</a>		<a href="#">Perform Another Eligibility Check</a>	

**Note:** EVS only displays a member's **current** eligibility, not prospective eligibility.

If a member enrolls in a health plan effective March 1, 2018 their new Plan assignment and corresponding messages will not appear in EVS until the date the enrollment takes effect.

# 11. Tufts Health Together with Boston Children's ACO – Accountable Care Partnership Plan



- Provider Services
  - > Home
  - > Provider Search
  - > Manage Batch Files
  - > Manage Service Authorizations
  - > Manage Correspondence and Reporting
  - ▼ Manage Members
    - ▼ Eligibility
      - > **Verify Member Eligibility**
      - > Inquire Eligibility Request
    - > Enrollment
    - > Long Term Care
  - > Manage Claims and Payments
  - > Manage Provider Information
  - > Administer Account
  - > Reference Publications
  - > EHR Incentive Program
  - > News & Updates
  - > Related Links

Verify Member Eligibility

Member Information
Eligibility

### Dates of Eligibility

Click on the Date Range to view Eligibility information for Member ID

Date Range	Eligibility Status
➔ 02/07/2018 02/07/2018	MASSHEALTH FAMILY ASSISTANCE

The information below refers to the **MASSHEALTH FAMILY ASSISTANCE** coverage for **02/07/2018** to **02/07/2018**.

### Eligibility Restrictive Messages

**Restrictive Messages** 991 / 991 CERTAIN HSN DENTAL SERVICES AVAILABLE AT COMMUNITY HEALTH CENTERS AND HOSPITAL-BASED HEALTH CENTERS.

### List of Managed Care Data (for MCO/ACO)

Name	NPI	Phone	Date Range
➔ TUFTS HEALTH TOGETHER WITH BOSTON C		(888) 257-1985	02/07/2018 02/07/2018

### Managed Care Data (for MCO/ACO) Details

Begin Date	02/07/2018	End Date	02/07/2018
Name TUFTS HEALTH TOGETHER WITH BOSTON C			
NPI		Phone (888) 257-1985	
1613 / 728 Tufts Health Together With Boston Children's ACO member. Tufts Health Together With Boston Children's ACO is an Accountable Care Partnership Plan.			
1614 / 729 For medical service questions, call 1-888-257-1985.			
<b>Restrictive Messages</b> 1615 / 730 For behavioral health service questions and authorizations, call Tufts Health Together With Boston Children's ACO at 1-888-257-1985.			
1616 / 731 For claims, policy, or billing questions, call 1-888-257-1985.			

### Member Payment Responsibility Detail

Patient Paid Amount	Patient Paid Amount Type
Spend Down Amount	
Deductible Amount	Deductible Date
Co-pay Status	Co-pay Cap Status
Restrictive Messages	

Close
Perform Another Eligibility Check

**Note:** EVS only displays a member's **current** eligibility, not prospective eligibility.

If a member enrolls in a health plan effective March 1, 2018 their new Plan assignment and corresponding messages will not appear in EVS until the date the enrollment takes effect.

## 12. Tufts Health Together with CHA – Accountable Care Partnership Plan



Provider Services

[Home](#)  
[Provider Search](#)  
[Manage Batch Files](#)  
[Manage Service Authorizations](#)  
[Manage Correspondence and Reporting](#)  
[Manage Members](#)  

[Eligibility](#)  

[Verify Member Eligibility](#)  
[Inquire Eligibility Request](#)  
[Enrollment](#)  
[Long Term Care](#)  
[Manage Claims and Payments](#)  
[Manage Provider Information](#)  
[Administer Account](#)  
[Reference Publications](#)  
[EHR Incentive Program](#)  
[News & Updates](#)  
[Related Links](#)

Verify Member Eligibility

Member Information

Eligibility

Dates of Eligibility

Click on the Date Range to view Eligibility information for Member ID

Date Range	Eligibility Status
→ 02/07/2018 02/07/2018	MASSHEALTH STANDARD

The information below refers to the MASSHEALTH STANDARD coverage for 02/07/2018 to 02/07/2018.

Eligibility Restrictive Messages

Restrictive Messages

991 / 991 CERTAIN HSN DENTAL SERVICES AVAILABLE AT COMMUNITY HEALTH CENTERS AND HOSPITAL-BASED HEALTH CENTERS.

List of Managed Care Data (for MCO/ACO)

Name	NPI	Phone	Date Range
→ TUFTS HEALTH TOGETHER WITH CHA		(888) 257-1985	02/07/2018 02/07/2018

Managed Care Data (for MCO/ACO) Details

Begin Date

02/07/2018

End Date

02/07/2018

Name

TUFTS HEALTH TOGETHER WITH CHA

NPI

Phone

(888) 257-1985

Restrictive Messages

1618 / 732 Tufts Health Together With CHA member. Tufts Health Together With CHA is an Accountable Care Partnership Plan.  
1619 733 For medical service questions, call 1-888-257-1985.  
1620 / 734 For behavioral health service questions and authorizations, call Tufts Health Together With CHA at 1-888-257-1985.  
1621 735 For claims, policy, or billing questions, call 1-888-257-1985.

Member Payment Responsibility Detail

Patient Paid Amount

Patient Paid Amount Type

Spend Down Amount

Deductible Amount

Deductible Date

Co-pay Status

Co-pay Cap Status

Restrictive Messages

Close

Perform Another Eligibility Check

**Note:** EVS only displays a member's **current** eligibility, not prospective eligibility.

If a member enrolls in a health plan effective March 1, 2018 their new Plan assignment and corresponding messages will not appear in EVS until the date the enrollment takes effect.

# 13. Wellforce Care Plan – Accountable Care Partnership Plan



Provider Services

[Home](#)  
[Provider Search](#)  
[Manage Batch Files](#)  
[Manage Service Authorizations](#)  
[Manage Correspondence and Reporting](#)  
[Manage Members](#)  

[Eligibility](#)  

[Verify Member Eligibility](#)  
[Inquire Eligibility Request](#)

[Enrollment](#)  
[Long Term Care](#)  
[Manage Claims and Payments](#)  
[Manage Provider Information](#)  
[Administer Account](#)  
[Reference Publications](#)  
[EHR Incentive Program](#)  
[News & Updates](#)  
[Related Links](#)

Verify Member Eligibility

Member Information

Eligibility

Dates of Eligibility

Click on the Date Range to view Eligibility information for Member ID

Date Range	Eligibility Status
→ 02/07/2018 02/07/2018	MASSHEALTH STANDARD

The information below refers to the **MASSHEALTH STANDARD** coverage for 02/07/2018 to 02/07/2018.

Eligibility Restrictive Messages

Restrictive Messages

991 / 991 CERTAIN HSN DENTAL SERVICES AVAILABLE AT COMMUNITY HEALTH CENTERS AND HOSPITAL-BASED HEALTH CENTERS.

List of Managed Care Data (for MCO/ACO)

Name	NPI	Phone	Date Range
→ <a href="#">WELLFORCE CARE PLAN</a>		(855) 508-4715	02/07/2018 02/07/2018

Managed Care Data (for MCO/ACO) Details

Begin Date 02/07/2018

End Date 02/07/2018

Name WELLFORCE CARE PLAN

NPI

Phone (855) 508-4715

Restrictive Messages

1622 / 736 Wellforce Care Plan member. Wellforce Care Plan is an Accountable Care Partnership Plan.  
1623 / 737 For medical service questions, call 1-855-508-4715.  
1624 / 738 For behavioral health service questions and authorizations, call Beacon Health Options at 1-888-877-7183  
1625 / 739 For claims, policy, or billing questions, call 1-855-508-4715.

Member Payment Responsibility Detail

Patient Paid Amount

Patient Paid Amount Type

Spend Down Amount

Deductible Amount

Deductible Date

Co-pay Status

Co-pay Cap Status

Restrictive Messages

Close

Perform Another Eligibility Check

**Note:** EVS only displays a member's **current** eligibility, not prospective eligibility.

If a member enrolls in a health plan effective March 1, 2018 their new Plan assignment and corresponding messages will not appear in EVS until the date the enrollment takes effect.



# 1. Community Care Cooperative (C3) – Primary Care ACO Plan



**Provider Services**  
 > Home  
 > Provider Search  
 > Manage Batch Files  
 > Manage Service Authorizations  
 > Manage Correspondence and Reporting  
 > Manage Members  
   < **Eligibility**  
     > **Verify Member Eligibility**  
     > Inquire Eligibility Request  
     > Enrollment  
     > Long Term Care  
     > Manage Claims and Payments  
     > Manage Provider Information  
     > Administer Account  
     > Reference Publications  
     > EHR Incentive Program  
     > News & Updates  
     > Related Links

**Verify Member Eligibility**  
 Member Information    Eligibility

**Dates of Eligibility**  
 Click on the Date Range to view Eligibility information for Member ID  

Date Range	Eligibility Status
→ 02/12/2018 02/12/2018	MASSHEALTH STANDARD

The information below refers to the MASSHEALTH STANDARD coverage for 02/12/2018 to 02/12/2018.

**List of Managed Care Data (for PCC/PCCB)**  

Legal Name	Site Name	Site Phone	Date Range
→ EAST MOUNTAIN MEDICAL ASS	EAST MOUNTAIN MEDICAL	(413) 528-2418	02/12/2018 02/12/2018

**Managed Care Data (for PCC/PCCB) Details**  

Begin Date	02/12/2018	End Date	02/12/2018
Legal Name	EAST MOUNTAIN MEDICAL ASS		
Site/DBA Name	EAST MOUNTAIN MEDICAL		
NPI	1033278486	Site (413) 528-Phone	2418
Site Address	780 MAIN ST STE 1 GT BARRINGTON, MA 01230		
Restrictive Messages	Community Care Cooperative member. Community Care Cooperative is a Primary Care ACO. Call the PCC above for authorization for all services except those listed in 130 CMR 450.11B(j).		

**List of Managed Care Data (for MCO/ACO)**  

Name	NPI	Phone	Date Range
→ COMMUNITY CARE COOPERATIVE (C3)		(866) 676-9226	02/12/2018 02/12/2018

**Managed Care Data (for MCO/ACO) Details**  

Begin Date	02/12/2018	End Date	02/12/2018
Name	COMMUNITY CARE COOPERATIVE (C3)		
NPI		Phone (866) 676-9226	
Restrictive Messages	1626 / 740 Community Care Cooperative (C3) member. Community Care Cooperative is a Primary Care ACO. 1627 / 741 For medical service questions, call 1-866-676-9226. 1628 / 742 For claims, referrals, or billing questions, call the MassHealth Customer Service Center at 1-800-841-2900.		

**List of Behavioral Health**  

Provider Name	NPI	Provider Phone	Date Range
→ MASSACHUSETTS BEH HLTH PRT	1548385057	(800) 495-0086	02/12/2018 02/12/2018

**Behavioral Health Detail**  

Begin Date	02/12/2018	End Date	02/12/2018
Provider Name	MASSACHUSETTS BEH HLTH PRT		
NPI	1548385057	Provider (800) 495-Phone	0086
Restrictive Messages	76 / 525 For behavioral health service questions and authorization, call the Massachusetts Behavioral Health Partnership at 1-800-495-0086.		

**Note:** EVS only displays a member's **current** eligibility, not prospective eligibility.

If a member enrolls in a health plan effective March 1, 2018 their new Plan assignment and corresponding messages will not appear in EVS until the date the enrollment takes effect.

## 2. Partners Healthcare Choice – Primary Care ACO Plan



- > Home
- > Provider Search
- > Manage Batch Files
- > Manage Service Authorizations
- > Manage Correspondence and Reporting
- > Manage Members
  - > Eligibility
    - > **Verify Member Eligibility**
    - > Inquire Eligibility Request
    - > Enrollment
    - > Long Term Care
  - > Manage Claims and Payments
  - > Manage Provider Information
  - > Administer Account
  - > Reference Publications
  - > EHR Incentive Program
  - > News & Updates
  - > Related Links

Member Information		Eligibility	
<b>Dates of Eligibility</b>			
Click on the Date Range to view Eligibility information for Member ID			
Date Range	Eligibility Status		
→ 02/12/2018 02/12/2018	MASSHEALTH STANDARD		
The information below refers to the MASSHEALTH STANDARD coverage for 02/12/2018 to 02/12/2018.			
<b>Eligibility Restrictive Messages</b>			
Restrictive Messages	991 / 991 CERTAIN HSN DENTAL SERVICES AVAILABLE AT COMMUNITY HEALTH CENTERS AND HOSPITAL-BASED HEALTH CENTERS.		
<b>List of Managed Care Data (for PCC/PCCB)</b>			
Legal Name	Site Name	Site Phone	Date Range
→ BRIGHAM & WOMEN'S PHYSICIAN	BRIGHAM AND WOMEN'S PRIMARY CARE AS	(857) 307-2200	02/12/2018 02/12/2018
<b>Managed Care Data (for PCC/PCCB) Details</b>			
Begin Date	02/12/2018	End Date	02/12/2018
Legal Name	BRIGHAM & WOMEN'S PHYSICIAN		
Site/DBA Name	BRIGHAM AND WOMEN'S PRIMARY CARE AS		
NPI	1033535497	Site Phone	(857) 307-2200
Site Address	500 HUNTINGTON AVE BOSTON, MA 02115		
Restrictive Messages	Partners HealthCare Choice member. Partners HealthCare Choice is a Primary Care ACO. Call the PCC above for authorization for all services except those listed in 130 CMR 450.118(J).		
<b>List of Managed Care Data (for MCO/ACO)</b>			
Name	NPI	Phone	Date Range
→ PARTNERS HEALTHCARE CHOICE		(800) 231-2722	02/12/2018 02/12/2018
<b>Managed Care Data (for MCO/ACO) Details</b>			
Begin Date	02/12/2018	End Date	02/12/2018
Name	PARTNERS HEALTHCARE CHOICE		
NPI		Phone	(800) 231-2722
Restrictive Messages	1629 / 743 Partners HealthCare Choice member. Partners HealthCare Choice is a Primary Care ACO. 1630 / 744 For medical service questions, call 1-800-231-2722. 1631 / 745 For claims, referrals, or billing questions, call the MassHealth Customer Service Center at 1-800-841-2900.		
<b>List of Behavioral Health</b>			
Provider Name	NPI	Provider Phone	Date Range
→ MASSACHUSETTS BEH HLTH PRT	1548385057	(800) 495-0086	02/12/2018 02/12/2018
<b>Behavioral Health Detail</b>			
Begin Date	02/12/2018	End Date	02/12/2018
Provider Name	MASSACHUSETTS BEH HLTH PRT		
NPI	1548385057	Provider Phone	(800) 495-0086
Restrictive Messages	76 / 525 For behavioral health service questions and authorization, call the Massachusetts Behavioral Health Partnership at 1-800-495-0086.		

**Note:** EVS only displays a member's **current** eligibility, not prospective eligibility.

If a member enrolls in a health plan effective March 1, 2018 their new Plan assignment and corresponding messages will not appear in EVS until the date the enrollment takes effect.

### 3. Steward Health Choice – Primary Care ACO Plan



Provider Services

Home

Provider Search

Manage Batch Files

Manage Service Authorizations

Manage Correspondence and Reporting

Manage Members

Eligibility

Verify Member Eligibility

Inquire Eligibility Request

Enrollment

Long Term Care

Manage Claims and Payments

Manage Provider Information

Administer Account

Reference Publications

EHR Incentive Program

News & Updates

Related Links

Verify Member Eligibility

Member Information

Eligibility

Dates of Eligibility

Click on the Date Range to view Eligibility information for Member ID

Date Range	Eligibility Status
02/12/2018 02/12/2018	MASSHEALTH STANDARD

The information below refers to the MASSHEALTH STANDARD coverage for 02/12/2018 to 02/12/2018.

Eligibility Restrictive Messages

Restrictive Messages

991 / 991 CERTAIN HSN DENTAL SERVICES AVAILABLE AT COMMUNITY HEALTH CENTERS AND HOSPITAL-BASED HEALTH CENTERS.

List of Managed Care Data (for PCC/PCCB)

Legal Name	Site Name	Site Phone	Date Range
ELM ST ADULT MEDICINE.PC	ELM ST ADULT MEDICINE.PC	(413) 586-1100	02/12/2018 02/12/2018

Managed Care Data (for PCC/PCCB) Details

Begin Date

02/12/2018

End Date

02/12/2018

Legal Name

ELM ST ADULT MEDICINE.PC

Site/DBA Name

ELM ST ADULT MEDICINE.PC

NPI

1306914601

Site

(413) 586-1100

Site Address

264 ELM ST STE 10-12

NORTHAMPTON, MA 01060

Restrictive Messages

Steward Health Choice member. Steward Health Choice is a Primary Care ACO. Call the PCC above for authorization for all services except those listed in 130 CMR 450.118(j).

List of Managed Care Data (for MCO/ACO)

Name	NPI	Phone	Date Range
STEWARD HEALTH CHOICE	(855) 860-4949		02/12/2018 02/12/2018

Managed Care Data (for MCO/ACO) Details

Begin Date

02/12/2018

End Date

02/12/2018

Name

STEWARD HEALTH CHOICE

NPI

Phone

(855) 860-4949

Restrictive Messages

1632 / 746 Steward Health Choice member. Steward Health Choice is a Primary Care ACO.

1633 / 747 For medical service questions, call 1-855-860-4949.

1634 / 748 For claims, referrals, or billing questions, call the MassHealth Customer Service Center at 1-800-841-2900.

List of Behavioral Health

Provider Name	NPI	Provider Phone	Date Range
MASSACHUSETTS BEH HLTH PRT	1548385057	(800) 495-0086	02/12/2018 02/12/2018

Behavioral Health Detail

Begin Date

02/12/2018

End Date

02/12/2018

Provider Name

MASSACHUSETTS BEH HLTH PRT

NPI

1548385057

Provider

(800) 495-0086

Restrictive Messages

76 / 525 For behavioral health service questions and authorization, call the Massachusetts Behavioral Health Partnership at 1-800-495-0086.

**Note:** EVS only displays a member's **current** eligibility, not prospective eligibility.

If a member enrolls in a health plan effective March 1, 2018 their new Plan assignment and corresponding messages will not appear in EVS until the date the enrollment takes effect.



# 1. BMC HealthNet Plan – MCO Plan



Provider Services

[Home](#)  
[Provider Search](#)  
[Manage Batch Files](#)  
[Manage Service Authorizations](#)  
[Manage Correspondence and Reporting](#)  
[Manage Members](#)  

[Eligibility](#)  

[Verify Member Eligibility](#)  
[Inquire Eligibility Request](#)  
[Enrollment](#)  
[Long Term Care](#)

[Manage Claims and Payments](#)  
[Manage Provider Information](#)  
[Administer Account](#)  
[Reference Publications](#)  
[EHR Incentive Program](#)  
[News & Updates](#)  
[Related Links](#)

Verify Member Eligibility

Member Information

Eligibility

Dates of Eligibility

Click on the Date Range to view Eligibility information for Member ID

Date Range	Eligibility Status
→ 02/08/2018 02/08/2018	MASSHEALTH STANDARD

The information below refers to the **MASSHEALTH STANDARD** coverage for **02/08/2018** to **02/08/2018**.

Eligibility Restrictive Messages

Restrictive Messages

246 / 246 EXEMPT FROM COPAY ON PHARMACY SERVICES UNDER 130 CMR 450.130(D).  
186 / 186 EXEMPT FROM COPAY ON NON-PHARMACY SERVICES UNDER 130 CMR 450.130(D).

List of Managed Care Data (for MCO/ACO)

Name	NPI	Phone	Date Range
→ BMC HEALTHNET PLAN		(888) 566-0010	02/08/2018 02/08/2018

Managed Care Data (for MCO/ACO) Details

Begin Date 02/08/2018
End Date 02/08/2018

Name BMC HEALTHNET PLAN

NPI
Phone (888) 566-0010

Restrictive Messages

1059 / 618 BMC HealthNet Plan member. BMC HealthNet Plan is an MCO.  
747 / 021 For medical services call 1-888-566-0010. For behavioral health service questions and authorizations call Beacon Health Strategies at 1-888-217-3501.

Member Payment Responsibility Detail

Patient Paid Amount
Patient Paid Amount Type

Spend Down Amount

Deductible Amount
Deductible Date

Co-pay Status
Co-pay Cap Status

Restrictive Messages

Close

Perform Another Eligibility Check

**Note:** EVS only displays a member's **current** eligibility, not prospective eligibility.

If a member enrolls in a health plan effective March 1, 2018 their new Plan assignment and corresponding messages will not appear in EVS until the date the enrollment takes effect.

1

Proprietary & Confidential

## 2. Tufts Health Together – MCO Plan



Provider Services

[Home](#)  
[Provider Search](#)  
[Manage Batch Files](#)  
[Manage Service Authorizations](#)  
[Manage Correspondence and Reporting](#)  
[Manage Members](#)  

[Eligibility](#)  

[Verify Member Eligibility](#)  
[Inquire Eligibility Request](#)  
[Enrollment](#)  
[Long Term Care](#)

[Manage Claims and Payments](#)  
[Manage Provider Information](#)  
[Administer Account](#)  
[Reference Publications](#)  
[EHR Incentive Program](#)  
[News & Updates](#)  
[Related Links](#)

Verify Member Eligibility

Member Information

Eligibility

Dates of Eligibility

Click on the Date Range to view Eligibility information for Member ID

Date Range	Eligibility Status
→ 02/08/2018 02/08/2018	MASSHEALTH STANDARD

The information below refers to the MASSHEALTH STANDARD coverage for 02/08/2018 to 02/08/2018.

Eligibility Restrictive Messages

Restrictive Messages	246 / 246 EXEMPT FROM COPAY ON PHARMACY SERVICES UNDER 130 CMR 450.130(D).
	186 / 186 EXEMPT FROM COPAY ON NON-PHARMACY SERVICES UNDER 130 CMR 450.130(D).

List of Managed Care Data (for MCO/ACO)

Name	NPI	Phone	Date Range
→ TUFTS HEALTH TOGETHER		(888) 257-1985	02/08/2018 02/08/2018

Managed Care Data (for MCO/ACO) Details

Begin Date 02/08/2018

End Date 02/08/2018

Name TUFTS HEALTH TOGETHER

NPI

Phone (888) 257-1985

Restrictive Messages

1138 / 616 For medical services call 1-888-257-1985. For behavioral health service questions and authorizations call Tufts Health Together at 1-888-257-1985.

1146 / 056 Tufts Health Together Member. Tufts Health Together is an MCO.

Member Payment Responsibility Detail

Patient Paid Amount

Patient Paid Amount Type

Spend Down Amount

Deductible Amount

Deductible Date

Co-pay Status

Co-pay Cap Status

Restrictive Messages

Close

Perform Another Eligibility Check

**Note:** EVS only displays a member's **current** eligibility, not prospective eligibility.

If a member enrolls in a health plan effective March 1, 2018 their new Plan assignment and corresponding messages will not appear in EVS until the date the enrollment takes effect.

# Primary Care Clinician (PCC) Plan and Behavioral Health



Provider Services

[Home](#)  
[Provider Search](#)  
[Manage Batch Files](#)  
[Manage Service Authorizations](#)  
[Manage Correspondence and Reporting](#)  
[Manage Members](#)  
[Eligibility](#)  
[Verify Member Eligibility](#)  
[Inquire Eligibility Request](#)  
[Enrollment](#)  
[Long Term Care](#)  
[Manage Claims and Payments](#)  
[Manage Provider Information](#)  
[Administer Account](#)  
[Reference Publications](#)  
[EHR Incentive Program](#)  
[News & Updates](#)  
[Related Links](#)

Verify Member Eligibility

Member Information Eligibility

Dates of Eligibility

Click on the Date Range to view Eligibility information for Member ID

Date Range	Eligibility Status
02/08/2018 02/08/2018	MASSHEALTH STANDARD

The information below refers to the MASSHEALTH STANDARD coverage for 02/08/2018 to 02/08/2018.

Eligibility Restrictive Messages

Restrictive Messages

246 / 246 EXEMPT FROM COPAY ON PHARMACY SERVICES UNDER 130 CMR 450.130(D).  
186 / 186 EXEMPT FROM COPAY ON NON-PHARMACY SERVICES UNDER 130 CMR 450.130(D).

List of Managed Care Data (for PCC/PCCB)

Legal Name	Site Name	Site Phone	Date Range
HOLYOKE HEALTH CENTER INC	HOLYOKE HEALTH CENTER	(413) 420-2200	02/08/2018 02/08/2018

Managed Care Data (for PCC/PCCB) Details

Begin Date 02/08/2018 End Date 02/08/2018

Legal Name HOLYOKE HEALTH CENTER INC

Site/DBA Name HOLYOKE HEALTH CENTER

NPI 1740271022 Site (413) 420-2200

Site Address 230 MAPLE ST  
PO BOX 6260  
HOLYOKE, MA 01040

Restrictive Messages 461 / 461 Primary Care Clinician Plan (PCC) Plan member. Call PCC for authorization for all services except those listed in 130 CMR 450.118(J).

List of Behavioral Health

Provider Name	NPI	Provider Phone	Date Range
MASSACHUSETTS BEH HLTH PRT	1548385057	(800) 495-0086	02/12/2018 02/12/2018

Behavioral Health Detail

Begin Date 02/12/2018 End Date 02/12/2018

Provider Name MASSACHUSETTS BEH HLTH PRT

NPI 1548385057 Provider (800) 495-0086

Restrictive Messages 76 / 525 For behavioral health service questions and authorization, call the Massachusetts Behavioral Health Partnership at 1-800-495-0086.

Member Payment Responsibility Detail

Patient Paid Amount Patient Paid Amount Type

Spend Down Amount

Deductible Amount Deductible Date

Co-pay Status Co-pay Cap Status

Restrictive Messages

Close Perform Another Eligibility Check

Note: EVS only displays a member's **current** eligibility, not prospective eligibility.

If a member enrolls in a health plan effective March 1, 2018 their new Plan assignment and corresponding messages will not appear in EVS until the date the enrollment takes effect.

# EVS Codes and Restrictive Messages for Managed Care Health Plans - Effective March 1, 2018



Accountable Care Partnership Plans		
BeHealthy Partnership		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text – Effective March 1, 2018
1573	688	BeHealthy Partnership member. BeHealthy Partnership is an Accountable Care Partnership Plan.
1574	689	For medical service questions call 1-800-786-9999.
1575	690	For behavioral health service questions and authorizations, call Massachusetts Behavioral Health Partnership at 1-800-495-0086.
1576	691	For claims, policy, or billing questions, call 1-800-786-9999.
Berkshire Fallon Health Collaborative		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text – Effective March 1, 2018
1577	692	Berkshire Fallon Health Collaborative member. Berkshire Fallon Health Collaborative is an Accountable Care Partnership Plan.
1578	693	For medical service questions call 1-855-203-4660
1579	694	For behavioral health service questions and authorizations, call Beacon Health Strategies at 1-888-877-7184.
1580	695	For claims, policy, or billing questions, call 1-855-203-4660.
BMC HealthNet Plan Community Alliance		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text – Effective March 1, 2018
1581	696	BMC HealthNet Plan Community Alliance member. BMC HealthNet Plan Community Alliance is an Accountable Care Partnership Plan.
1582	697	For medical service questions call 1-888-566-0010.
1583	698	For behavioral health service questions and authorizations, call Beacon Health Strategies at 1-888-217-3501.
1584	699	For claims, policy, or billing questions, call 1-888-566-0010.
BMC HealthNet Plan Mercy Alliance		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text – Effective March 1, 2018
1585	700	BMC HealthNet Plan Mercy Alliance member. BMC HealthNet Plan Mercy Alliance is an Accountable Care Partnership Plan.
1586	701	For medical service questions call 1-888-566-0010.
1587	702	For behavioral health service questions and authorizations, call Beacon Health Strategies at 1-888-217-3501.
1588	703	For claims, policy, or billing questions, call 1-888-566-0010.



# EVS Codes and Restrictive Messages for Managed Care Health Plans - Effective March 1, 2018



Accountable Care Partnership Plans		
BMC HealthNet Plan Signature Alliance		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text – Effective March 1, 2018
1589	704	BMC HealthNet Plan Signature Alliance member. BMC HealthNet Plan Signature Alliance is an Accountable Care Partnership Plan.
1590	705	For medical service questions call 1-888-566-0010.
1591	706	For behavioral health service questions and authorizations, call Beacon Health Strategies at 1-888-217-3501.
1592	707	For claims, policy, or billing questions, call 1-888-566-0010.
BMC HealthNet Plan Southcoast Alliance		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text – Effective March 1, 2018
1593	708	BMC HealthNet Plan Southcoast Alliance member. BMC HealthNet Plan Southcoast Alliance is an Accountable Care Partnership Plan.
1594	709	For medical service questions call 1-888-566-0010.
1595	710	For behavioral health service questions and authorizations, call Beacon Health Strategies at 1-888-217-3501.
1596	711	For claims, policy, or billing questions, call 1-888-566-0010.
Fallon 365 Care		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text – Effective March 1, 2018
1597	712	Fallon 365 Care member. Fallon 365 Care is an Accountable Care Partnership Plan.
1598	713	For medical service questions call 1-855-508-3390.
1599	714	For behavioral health service questions and authorizations, call Beacon Health Options at 1-888-877-7182.
1600	715	For claims, policy, or billing questions, call 1-855-508-3390.
My Care Family		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text – Effective March 1, 2018
1601	716	My Care Family member. My Care Family is an Accountable Care Partnership Plan.
1602	717	For medical service questions call 1-800-462-5449.
1603	718	For behavioral health service questions and authorizations, call Beacon Health Options at 1-800-414-2820.
1604	719	For claims, policy, or billing questions, call 1-800-462-5449.
Tufts Health Together with Atrius Health		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text – Effective March 1, 2018
1605	720	Tufts Health Together with Atrius Health member. Tufts Health Together with Atrius Health is an Accountable Care Partnership Plan.
1606	721	For medical service questions call 1-888-257-1985.
1607	722	For behavioral health service questions and authorizations, call Tufts Health Together with Atrius Health at 1-888-257-1985.
1608	723	For claims, policy, or billing questions, call 1-888-257-1985.



# EVS Codes and Restrictive Messages for Managed Care Health Plans - Effective March 1, 2018



Accountable Care Partnership Plans		
Tufts Health Together with BIDCO		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text – Effective March 1, 2018
1609	724	Tufts Health Together with BIDCO member. Tufts Health Together with BIDCO is an Accountable Care Partnership Plan.
1610	725	For medical service questions call 1-888-257-1985.
1611	726	For behavioral health service questions and authorizations, call Tufts Health Together with BIDCO at 1-888-257-1985.
1612	727	For claims, policy, or billing questions, call 1-888-257-1985.
Tufts Health Together with Boston Children's ACO		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text – Effective March 1, 2018
1613	728	Tufts Health Together with Boston Children's ACO member. Tufts Health Together with Boston Children's ACO is an Accountable Care Partnership Plan.
1614	729	For medical service questions call 1-888-257-1985.
1615	730	For behavioral health service questions and authorizations, call Tufts Health Together with Boston Children's ACO at 1-888-257-1985.
1616	731	For claims, policy, or billing questions, call 1-888-257-1985.
Tufts Health Together with CHA		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text – Effective March 1, 2018
1618	732	Tufts Health Together with CHA member. Tufts Health Together with CHA is an Accountable Care Partnership Plan.
1619	733	For medical service questions call 1-888-257-1985.
1620	734	For behavioral health service questions and authorizations, call Tufts Health Together with CHA at 1-888-257-1985.
1621	735	For claims, policy, or billing questions, call 1-888-257-1985.
Wellforce Care Plan		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text – Effective March 1, 2018
1622	736	Wellforce Care Plan member. Wellforce Care Plan is an Accountable Care Partnership Plan.
1623	737	For medical service questions call 1-855-508-4715.
1624	738	For behavioral health service questions and authorizations, call Beacon Health Options at 1-888-877-7183.
1625	739	For claims, policy, or billing questions, call 1-855-508-4715.

# EVS Codes and Restrictive Messages for Managed Care Health Plans - Effective March 1, 2018



Primary Care ACO Plans		
Community Care Cooperative (C3)		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text – Effective March 1, 2018
*	*	Community Care Cooperative member. Community Care Cooperative is a Primary Care ACO. Call the PCC above for authorization for all services except those listed in 130 CMR 450.118(J).
1626	740	Community Care Cooperative (C3) member. Community Care Cooperative is a Primary Care ACO.
1627	741	For medical service questions call, 1-866-676-9226.
1628	742	For claims, referrals, or billing questions, call the MassHealth Customer Service Center at 1-800-841-2900.
76	525	For behavioral health service questions and authorizations, call Massachusetts Behavioral Health Partnership at 1-800-495-0086.
Partners HealthCare Choice		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text – Effective March 1, 2018
*	*	Partners HealthCare Choice member. Partners HealthCare Choice is a Primary Care ACO. Call the PCC above for authorization for all services except those listed in 130 CMR 450.118(J).
1629	743	Partners HealthCare Choice member. Partners HealthCare Choice is a Primary Care ACO.
1630	744	For medical service questions call, 1-800-231-2722.
1631	745	For claims, referrals, or billing questions, call the MassHealth Customer Service Center at 1-800-841-2900.
76	525	For behavioral health service questions and authorizations, call Massachusetts Behavioral Health Partnership at 1-800-495-0086.
Steward Health Choice		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text – Effective March 1, 2018
*	*	Steward Health Choice member. Steward Health Choice is a Primary Care ACO. Call the PCC above for authorization for all services except those listed in 130 CMR 450.118(J).
1632	746	Steward Health Choice member. Steward Health Choice is a Primary Care ACO.
1633	747	For medical service questions call, 1-855-860-4949.
1634	748	For claims, referrals, or billing questions, call the MassHealth Customer Service Center at 1-800-841-2900.
76	525	For behavioral health service questions and authorizations, call Massachusetts Behavioral Health Partnership at 1-800-495-0086.

\* EVS Message codes will be available 3/1/2018.

# EVS Codes and Restrictive Messages for Managed Care Health Plans - Effective March 1, 2018



Primary Care Clinician (PCC) Plan		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text – Effective March 1, 2018
461	461	Primary Care Clinician Plan (PCC) Plan member. Call PCC for authorization for all services except those in 130 CMR 450.118(J).
461	461	For behavioral health service questions and authorization, call Massachusetts Behavioral Health Partnership at 1-800-495-0086.

MCO Plans		
BMC HealthNet Plan		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text – Effective March 1, 2018
1059	618	BMC HealthNet Plan member. BMC HealthNet Plan is an MCO.
747	021	For medical services call 1-888-566-0010. For behavioral health service questions and authorizations call Beacon Health Strategies at 1-888-217-3501.
Tufts Health Together		
EVS System Generated Message #	Unique Message #	EVS Restrictive Message Text – Effective March 1, 2018
1138	616	Tufts Health Together member. Tufts Health Together is an MCO.
1146	056	For medical services call 1-888-257-1985. For behavioral health service questions and authorizations call Tufts Health Together at 1-888-257-1985.



## Payer of Claims Effective March 1, 2018

Plan Type	Payer of Claims
PCC Plan	MassHealth for non-BH services (MBHP for BH services)
Primary Care ACO	MassHealth for non-BH services (MBHP for BH services)
MCO	MCO*
MCO-Administered ACO	MCO*
Accountable Care Partnership Plan	Partnership Plan*

\*If an MCO or Accountable Care Partnership Plan uses a Behavioral Health (BH) vendor, providers may be paid through the BH vendor for BH services.

# Agenda





1. Provider Education and Communication Strategy
2. Overview of PCDI
3. Continuity of Care (CoC)
4. Eligibility Verification System (EVS)
- 5. Health Plan Contact Information**
6. Member Information and Resources
7. 2018 Provider Training & Education Schedule

# Accountable Care Partnership Plans









## MASSHEALTH HEALTH PLAN CONTACT INFORMATION – EFFECTIVE MARCH 1, 2018

ACCOUNTABLE CARE PARTNERSHIP PLANS	CUSTOMER SERVICE	BEHAVIORAL HEALTH SERVICES	MEMBER CARD IMAGE
<b>BMC HealthNet Plan Community Alliance</b> Boston ACO <i>in partnership with BMC HealthNet Plan</i> <a href="http://www.bmchp.org/community">www.bmchp.org/community</a> 	1-888-566-0010	<b>Beacon Health Strategies</b> 1-888-217-3501	 <b>Member Name</b> Member ID: B00123456 00 MassHealth ID#: 12345678901 Network: Community Alliance <a href="http://bmchp.org/community">bmchp.org/community</a>
<b>BMC HealthNet Plan Mercy Alliance</b> Mercy Medical Center <i>in partnership with BMC HealthNet Plan</i> <a href="http://www.bmchp.org/mercy">www.bmchp.org/mercy</a> 	1-888-566-0010	<b>Beacon Health Strategies</b> 1-888-217-3501	 <b>Member Name</b> Member ID: B00123456 00 MassHealth ID#: 12345678901 Network: Mercy Alliance <a href="http://bmchp.org/mercy">bmchp.org/mercy</a>
<b>BMC HealthNet Plan Signature Alliance</b> Signature Healthcare <i>in partnership with BMC HealthNet Plan</i> <a href="http://www.bmchp.org/signature">www.bmchp.org/signature</a> 	1-888-566-0010	<b>Beacon Health Strategies</b> 1-888-217-3501	 <b>Member Name</b> Member ID: B00123456 00 MassHealth ID#: 12345678901 Network: Signature Alliance <a href="http://bmchp.org/signature">bmchp.org/signature</a>

# Accountable Care Partnership Plans




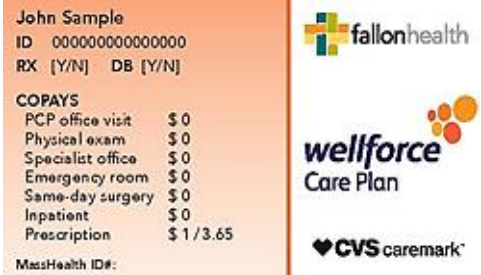



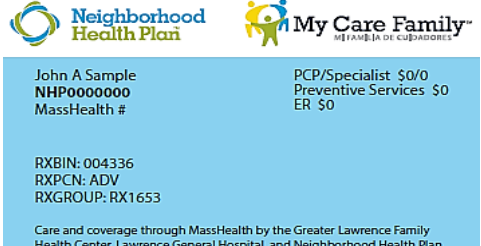
## MASSHEALTH HEALTH PLAN CONTACT INFORMATION – EFFECTIVE MARCH 1, 2018

ACCOUNTABLE CARE PARTNERSHIP PLANS	CUSTOMER SERVICE	BEHAVIORAL HEALTH SERVICES	MEMBER CARD IMAGE
<b>BMC HealthNet Plan Southcoast Alliance</b> Southcoast Health <i>in partnership with BMC HealthNet Plan</i> <a href="http://www.bmchp.org/southcoast">www.bmchp.org/southcoast</a> 	1-888-566-0010	<b>Beacon Health Strategies</b> 1-888-217-3501	
<b>Berkshire Fallon Health Collaborative</b> Health Collaborative of the Berkshires <i>in partnership with Fallon Health</i> <a href="http://www.fallonhealth.org/Berkshires">www.fallonhealth.org/Berkshires</a> 	1-855-203-4660	<b>Beacon Health Strategies</b> 1-888-877-7184	
<b>Fallon 365 Care</b> Reliant Medical Group <i>in partnership with Fallon Health</i> <a href="http://www.fallonhealth.org/365care">www.fallonhealth.org/365care</a> 	1-855-508-3390	<b>Beacon Health Options</b> 1-888-877-7182	

# Accountable Care Partnership Plans



## MASSHEALTH HEALTH PLAN CONTACT INFORMATION – EFFECTIVE MARCH 1, 2018











ACCOUNTABLE CARE PARTNERSHIP PLANS	CUSTOMER SERVICE	BEHAVIORAL HEALTH SERVICES	MEMBER CARD IMAGE
<b>Wellforce Care Plan</b> Wellforce Care Plan <i>in partnership with Fallon Health</i> <a href="http://www.fallonhealth.org/wellforce">www.fallonhealth.org/wellforce</a> 	1-855-508-4715	<b>Beacon Health Options</b> 1-888-877-7183	
<b>Be Healthy Partnership</b> Baystate Health Care Alliance <i>in partnership with Health New England</i> <a href="http://www.behealthypartnership.org">www.behealthypartnership.org</a> 	1-800-786-9999	<b>Massachusetts Behavioral Health Partnership (MBHP)</b> <a href="http://www.masspartnership.com">www.masspartnership.com</a> 1-800-495-0086	
<b>My Care Family</b> Merrimack Valley ACO <i>in partnership with Neighborhood Health Plan (NHP)</i> <a href="http://www.mycarefamily.org">www.mycarefamily.org</a> 	1-800-462-5449	<b>Beacon Health Options</b> 1-800-414-2820	



# Accountable Care Partnership Plans






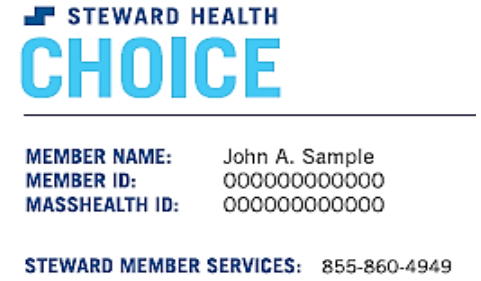


## MASSHEALTH HEALTH PLAN CONTACT INFORMATION – EFFECTIVE MARCH 1, 2018

ACCOUNTABLE CARE PARTNERSHIP PLANS	CUSTOMER SERVICE	BEHAVIORAL HEALTH SERVICES	MEMBER CARD IMAGE
<b>Tufts Health Together with Atrius Health</b> Atrius Health <i>in partnership with Tufts Health Plan (THP)</i> <a href="http://www.TuftsHealthTogether.com/atriushealth">www.TuftsHealthTogether.com/atriushealth</a> 	1-888-257-1985	<b>Tufts Health Together with Atrius Health</b> 1-888-257-1985	 +  <b>Tufts Health Together with Atrius Health</b> A MassHealth Plan  Member ID #: NXXXXXXXXXX MassHealth ID #: NXXXXXXXXXX Member: SUSAN A SAMPLE  Pharmacy customer service: 000.000.0000 RXBIN: 000000 RXPCN: XXX RXGRP: RX0000  Member services: 888.257.1985 (TTY: 000.000.0000) <a href="http://TuftsHealthTogether.com/AtriusHealth">TuftsHealthTogether.com/AtriusHealth</a>
<b>Tufts Health Together with BIDCO</b> Beth Israel Deaconess Care Organization (BIDCO) <i>in partnership with Tufts Health Plan (THP)</i> <a href="http://www.TuftsHealthTogether.com/BIDCO">www.TuftsHealthTogether.com/BIDCO</a> 	1-888-257-1985	<b>Tufts Health Together with BIDCO</b> 1-888-257-1985	 +  <b>Tufts Health Together with BIDCO</b> A MassHealth Plan  Member ID #: NXXXXXXXXXX MassHealth ID #: NXXXXXXXXXX Member: SUSAN A SAMPLE  Pharmacy customer service: 000.000.0000 RXBIN: 000000 RXPCN: XXX RXGRP: RX0000  Member services: 888.257.1985 (TTY: 000.000.0000) <a href="http://TuftsHealthTogether.com/BIDCO">TuftsHealthTogether.com/BIDCO</a>
<b>Tufts Health Together with Boston Children's ACO</b> Boston Children's ACO <i>in partnership with Tufts Health Plan (THP)</i> <a href="http://www.TuftsHealthTogether.com/BCACO">www.TuftsHealthTogether.com/BCACO</a> 	1-888-257-1985	<b>Tufts Health Together with Boston Children's ACO</b> 1-888-257-1985	 +  <b>Tufts Health Together with Boston Children's ACO</b> A MassHealth Plan  Member ID #: NXXXXXXXXXX MassHealth ID #: NXXXXXXXXXX Member: SUSAN A SAMPLE  Pharmacy customer service: 000.000.0000 RXBIN: 000000 RXPCN: XXX RXGRP: RX0000  Member services: 888.257.1985 (TTY: 000.000.0000) <a href="http://TuftsHealthTogether.com/BCACO">TuftsHealthTogether.com/BCACO</a>
<b>Tufts Health Together with CHA</b> Cambridge Health Alliance (CHA) <i>in partnership with Tufts Health Plan (THP)</i> <a href="http://www.TuftsHealthTogether.com/CHA">www.TuftsHealthTogether.com/CHA</a> 	1-888-257-1985	<b>Tufts Health Together with CHA</b> 1-888-257-1985	 +  <b>Tufts Health Together with CHA</b> A MassHealth Plan  Member ID #: NXXXXXXXXXX MassHealth ID #: NXXXXXXXXXX Member: SUSAN A SAMPLE  Pharmacy customer service: 000.000.0000 RXBIN: 000000 RXPCN: XXX RXGRP: RX0000  Member services: 888.257.1985 (TTY: 000.000.0000) <a href="http://TuftsHealthTogether.com/CHA">TuftsHealthTogether.com/CHA</a>







# Primary Care ACO Plans



MASSHEALTH HEALTH PLAN CONTACT INFORMATION – EFFECTIVE MARCH 1, 2018			
PRIMARY CARE ACO PLANS*	CUSTOMER SERVICE	BEHAVIORAL HEALTH SERVICES	MEMBER CARD IMAGE
<b>Community Care Cooperative (C3)*</b> C3 members get primary care at a community health center and have access to the most MassHealth specialists and hospitals. <a href="http://www.c3aco.org">www.c3aco.org</a> 	1-866-676-9226	<b>Massachusetts Behavioral Health Partnership (MBHP)</b> <a href="http://www.masspartnership.com">www.masspartnership.com</a> 1-800-495-0086	
<b>Partners HealthCare Choice*</b> <a href="http://www.partners.org/for-patients/ACO/Partners-HealthCare-Choice-Medicaid.aspx">www.partners.org/for-patients/ACO/Partners-HealthCare-Choice-Medicaid.aspx</a>  FOUNDED BY BRIGHAM AND WOMEN'S HOSPITAL AND MASSACHUSETTS GENERAL HOSPITAL	1-800-231-2722	<b>Massachusetts Behavioral Health Partnership (MBHP)</b> <a href="http://www.masspartnership.com">www.masspartnership.com</a> 1-800-495-0086	
<b>Steward Health Choice*</b> <a href="http://www.stewardhealthchoice.org">www.stewardhealthchoice.org</a> 	1-855-860-4949	<b>Massachusetts Behavioral Health Partnership (MBHP)</b> <a href="http://www.masspartnership.com">www.masspartnership.com</a> 1-800-495-0086	
<b>*NOTE:</b> To enroll in a Primary Care ACO, members must also select a PCP in that ACO's network. PCPs may not be available in all service areas.			

# MCOs and PCC Plan



MASSHEALTH HEALTH PLAN CONTACT INFORMATION – EFFECTIVE MARCH 1, 2018			
MCO PLANS	CUSTOMER SERVICE	BEHAVIORAL HEALTH SERVICES	MEMBER CARD IMAGE
<b>BMC HealthNet Plan</b> <a href="http://www.bmchp.org">www.bmchp.org</a> 	1-888-566-0010	<b>Beacon Health Strategies</b> 1-888-217-3501	
<b>Tufts Health Together</b> <a href="http://www.tuftshealthtogether.com">www.tuftshealthtogether.com</a> 	1-888-257-1985	<b>Tufts Health Together</b> 1-888-257-1985	
PCC PLAN*	CUSTOMER SERVICE	BEHAVIORAL HEALTH SERVICES	MEMBER CARD IMAGE
<b>Primary Care Clinician (PCC) Plan*</b> <a href="http://www.mass.gov/service-details/primary-care-clinician-pcc-plan-for-masshealth-members">www.mass.gov/service-details/primary-care-clinician-pcc-plan-for-masshealth-members</a> 	1-800-841-2900	<b>Massachusetts Behavioral Health Partnership (MBHP)</b> <a href="http://www.masspartnership.com">www.masspartnership.com</a> 1-800-495-0086	
<b>*NOTE:</b> <ul style="list-style-type: none"> <li>To enroll in the PCC Plan, members must also select a PCP in the MassHealth network. PCPs may not be available in all service areas.</li> <li>PCC Plan members can enroll in an ACO or MCO at any time.</li> <li>Community Partners, who provide long-term services and supports, are not available in the PCC Plan.</li> <li>Behavioral Health Community Partners are only available for PCC Plan members who also participate in Community Based Flexible Supports (CBFS), a Massachusetts Department of Mental Health program.</li> </ul>			

# Agenda

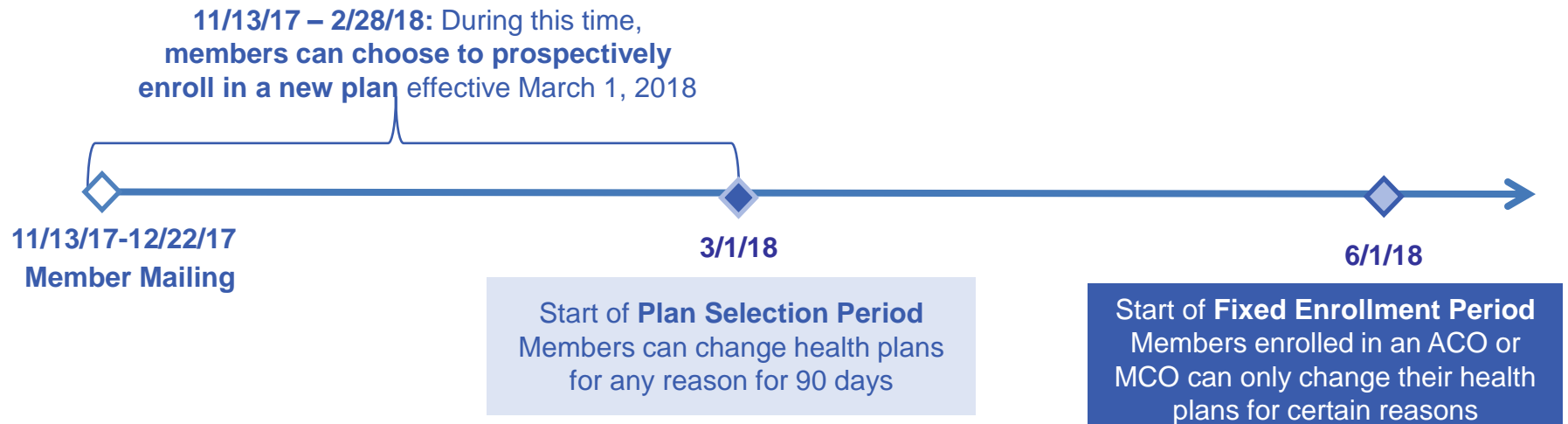


1. Provider Education and Communication Strategy
2. Overview of PCDI
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5. Health Plan Contact Information
- 6. Member Information and Resources**
7. 2018 Provider Training & Education Schedule



# Important Member Choice Dates

Below are important dates for managed care eligible members with enrollments effective March 1, 2018



- After March 1, 2018, a new managed care member's Plan Selection Period will be the first **90 days** after the effective date of enrollment to a new Plan, and Fixed Enrollment will be the remaining **275 days** of the year
  - For example, a new managed care eligible member who enrolls into a new Plan effective 6/1/18, will be in their Plan Selection Period from 6/1/18 to 8/29/18, and their Fixed Enrollment Period from 8/30/18 to 5/31/19
- All managed care members have a new plan selection and fixed enrollment period every year
- Member enrollment changes made during the Plan Selection Period will take 2 to 3 days to process

# Member Resources



## New MassHealth Choices

- MassHealth website with information to search and compare plan choices, learn the importance of selecting a PCP, links to provider directories, and enroll online
- [www.masshealthchoices.com](http://www.masshealthchoices.com)



## Member Materials

- Enrollment Guide, member mailings, Fact Sheets, and other helpful resources
- [www.masshealthchoices.com/member-materials](http://www.masshealthchoices.com/member-materials)



## MassHealth Customer Service Center

- Enhanced call center staff to support enrollment activity, member calls, and questions
- 1-800-841-2900
- TTY: 1-800-497-4648



# New MassHealth Choices

[www.MassHealthChoices.com](https://www.MassHealthChoices.com) allows members to **Learn**, **Compare**, and **Enroll** in a plan

The screenshot shows the homepage of the MassHealthChoices website. At the top, there is a navigation bar with links for 'Get answers', 'Words to know', 'Member materials', 'Contacting health plans', and 'Contacts and links'. Below this is a large banner image of a family blowing bubbles. Overlaid on the banner is a white box with the 'MassHealth' logo and a 'Welcome to MassHealth' message. Below the welcome message are three main navigation buttons: 'Learn', 'Compare', and 'Enroll', each with a dropdown arrow and a brief description. At the bottom of the page, there are three columns of content. The first column is titled 'In-person help near you' and includes a link to 'Find in-person help'. The second column is titled 'It's time to enroll!' and features an image of a child using a laptop. The third column is titled 'Get answers' and lists several frequently asked questions with a 'Learn more' link at the bottom.

Home | MassHealth

Secure | <https://masshealthchoices.com>

Apps Managed bookmarks For quick access, place your bookmarks here on the bookmarks bar. Import bookmarks now...

SEARCH CHANGE TEXT SIZE ENGLISH SPANISH

Get answers Words to know Member materials Contacting health plans Contacts and links

**MassHealth**

**Welcome to MassHealth**

Changes are coming to the MassHealth program! Starting on **March 1, 2018**, MassHealth will offer new health plans for you to choose from. Use this website to explore your options.

**Learn**

Learn about the MassHealth program and your available health plan choices

**Compare**

Compare health plans and providers

**Enroll**

Enroll in a health plan

**In-person help near you**

We are here to help you enroll. We can tell you about MassHealth's new health plan options, answer your questions, and help you choose health plans and providers.

[Find in-person help >](#)

**It's time to enroll!**

**Get answers**

What is the MassHealth program?

What is an Accountable Care Organization (ACO)?

What is a Managed Care Organization (MCO)?

What is the Primary Care Clinician (PCC) Plan?

[Learn more >](#)








# MassHealth Choices – Compare Plans

The Compare Plans tool helps members find which MassHealth health plans are available where they live. To get started, all they have to do is enter their ZIP code.

[Q SEARCH](#) [CHANGE TEXT SIZE](#) [ENGLISH](#) [SPANISH](#)



[Learn](#)   
*Learn about the MassHealth program and your available health plan choices*

[Compare](#)   
*Compare health plans and providers*

[Enroll](#)  
*Enroll in a health plan*


[Get answers](#)  
[Words to know](#)  
[Member materials](#)  
[Contacting health plans](#)  
[Contacts and links](#)

[Home](#) | [Compare](#) | [Compare plans](#)

## Compare plans

- MassHealth is adding more health plan choices as of March 1, 2018. Use this tool to see which new plans will be available where you live
- Enter your ZIP code below to see the plans you can choose where you live
- Compare the extra benefits each plan offers. All plans offer the same basic benefits plus extra benefits. Extra benefits differ for each plan.
- Choose the best health plan for you

Enter your ZIP code:



[Go](#)

[Words to know](#) | [Contacts and links](#) | [Non-discrimination](#) | [Sitemap](#) | [Privacy Policy](#)

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# MassHealth Choices – Health Plan Options



All health plan options available in the member's service area will populate on the page. The user can scroll through the different options and choose up to three plans to compare.

Enter your ZIP code: 01201

Compare plans (choose 2 or 3)

Berkshire Fallon Health Collaborative

☐

Select

Toll free number: 1-855-203-4660  
TTY: 711  
Behavioral health number: 1-888-877-7184  
Available Monday - Friday, 8 a.m. to 6 p.m.  
[www.fallonhealth.org/Berkshires](http://www.fallonhealth.org/Berkshires)

Basic plan benefits [View details >](#)

More plan details

Description of plan

Member card

Digital tools

Pregnancy benefits

Healthy kids programs

Healthy living and health education

Provider directory links

Hospital affiliation information

See all plan benefits and details >

BMC HealthNet Plan

☐

Select

Toll free number: 1-888-566-0010  
Behavioral health number: 1-888-217-3501  
Available Monday - Friday, 8 a.m. to 6 p.m.  
[www.bmchp.org](http://www.bmchp.org)

Basic plan benefits [View details >](#)

More plan details

Description of plan

Member card

Digital tools

Healthy kids programs

Healthy living and health education

Provider directory links

Hospital affiliation information

See all plan benefits and details >

Community Care Cooperative (C3)

☐

Select

Toll free number: 1-866-676-9226  
TTY: 711  
Behavioral health number: 1-800-495-0086  
Available Monday - Friday, 9 a.m. to 5 p.m.  
[www.C3aco.org](http://www.C3aco.org)

Basic plan benefits [View details >](#)

More plan details

Description of plan

Member card

Healthy kids programs

Healthy living and health education

Partners HealthCare Choice

☐

Select

Toll free number: 1-800-231-2722  
TTY: 711  
Behavioral health number: 1-800-495-0086  
<http://www.partners.org/for-patients/ACO/Partners-HealthCare-Choice-Medicaid.aspx>

Basic plan benefits [View details >](#)

More plan details

Description of plan

Member card

Digital tools

Healthy living and health education

Proprietary & Confidential

45



# MassHealth Choices – Compare Health Plans

Members can see how plans compare to one another in a side-by-side view. They can review plan details such as: plan descriptions, member card images, digital tools, pregnancy benefits, healthy kids programs, healthy living and health education programs, and view links to provider directories and hospital affiliations. Please note, the PCP provider look-up that is accessible directly on this site is only for ACO PCPs.

Your selections: Pittsfield [Change selections](#)

## Berkshire Fallon Health Collaborative

**Toll free number:** 1-855-203-4660  
**TTY:** 711  
**Behavioral health number:** 1-888-877-7184  
Available Monday - Friday, 8 a.m. to 6 p.m.  
[www.fallonhealth.org/Berkshires](http://www.fallonhealth.org/Berkshires)

[View basic plan benefits >](#)

### Description of plan

The Berkshire Fallon Health Collaborative (BFHC) is a partnership between Fallon Health, Berkshire Health Systems and Community Health Programs. BFHC is committed to providing our members with the right care, at the right time, in the right place.

### Member card



**MEMBERS**  
Customer Service: 1-855-203-4660 (Toll Free)  
Toll-free: 1-800-TELADOC (1-800-835-3263)  
Berkshire Health Options: 1-888-877-7184 (Toll Free)

## BMC HealthNet Plan

**Toll free number:** 1-888-566-0010  
**Behavioral health number:** 1-888-217-3501  
Available Monday - Friday, 8 a.m. to 6 p.m.  
[www.bmchp.org](http://www.bmchp.org)

[View basic plan benefits >](#)

### Description of plan

Healthy is easier when you have a community to back you up. We get to know you and your family's needs. We connect you to care and local resources. We support you on your road to healthy. Because healthy happens where you are.

### Member card



## Community Care Cooperative (C3)

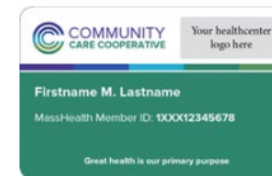
**Toll free number:** 1-866-676-9226  
**TTY:** 711  
**Behavioral health number:** 1-800-495-0086  
Available Monday - Friday, 9 a.m. to 5 p.m.  
[www.C3aco.org](http://www.C3aco.org)

[View basic plan benefits >](#)

### Description of plan

Community Care Cooperative (C3) members get primary care at a community health center. Members have access to most MassHealth specialists and hospitals. For a list of our health centers, go to: [www.C3aco.org](http://www.C3aco.org).

### Member card



# MassHealth Choices – Searching for Providers



If one scrolls to the bottom of each health plan profile, they will find a section that provides **Provider Directory Links**. This section will direct the member to the right place to search for Primary Care Providers, Specialists, and Behavioral Health Providers in that plan's network.

## BMC HealthNet Plan



**Toll free number:** 1-888-566-0010  
**Behavioral health number:** 1-888-217-3501  
Available Monday - Friday, 8 a.m. to 6 p.m.  
[www.bmchp.org](http://www.bmchp.org)

[View basic plan benefits >](#)

## Primary Care Clinician (PCC) Plan



**Toll free number:** 1-800-841-2900  
**TTY:** 1-800-497-4648  
**Behavioral health number:** 1-800-495-0086  
<https://www.mass.gov/service-details/primary-care-clinician-pcc-plan-fo...>

[View basic plan benefits >](#)

## Tufts Health Together with BIDCO



**Toll free number:** 1-888-257-1985  
**TTY:** 1-888-391-5535  
**Behavioral health number:** 1-888-257-1985  
Available Monday - Friday, 8 a.m. to 5 p.m.  
[www.TuftsHealthTogether.com/BIDCO](http://www.TuftsHealthTogether.com/BIDCO)

[View basic plan benefits >](#)



Scroll



Scroll



### Provider directory links

**Primary Care:** <https://www.bmchp.org/utility-nav/find-a-provider/masshealth>

**Specialists:** <https://www.bmchp.org/utility-nav/find-a-provider/masshealth>

**Behavioral Health:**  
<https://www.beaconhealthoptions.com/members/find-health-care-providers/>

### Provider directory links

**Primary Care:**  
<https://masshealth.ehs.state.ma.us/providerdirectory/>

**Specialists:**  
<https://masshealth.ehs.state.ma.us/providerdirectory/>

**Behavioral Health:**  
<https://masshealth.ehs.state.ma.us/providerdirectory/>

### Provider directory links

**Primary Care:** [www.masshealthchoices.com/compare/find-primary-care-provider](http://www.masshealthchoices.com/compare/find-primary-care-provider)

**Specialists:** <https://tuftshealthplan.com/bidco>

**Behavioral Health:** <https://tuftshealthplan.com/bidco>

### Hospital affiliation information

[Click here to view the hospitals that are available in this plan.](#)

### Hospital affiliation information

The PCC Plan uses the MassHealth network of hospitals. Please go to [www.mass.gov/masshealth](http://www.mass.gov/masshealth) for a list of hospitals.

### Hospital affiliation information

[Click here to view the hospitals that are available in this plan.](#)



# MassHealth Provider Directory for Members

Members will use these resources to search for different kinds of providers depending on which plan they choose.

Health Plan Type	Primary Care Providers	Specialists	Behavioral Health Providers
Accountable Care Partnership Plan	MassHealth Choices <a href="#">Find a Primary Care Provider Tool</a>	Health Plan's Provider Directory*	Health Plan's Provider Directory*
Primary Care ACO	MassHealth Choices <a href="#">Find a Primary Care Provider Tool</a>	<a href="#">MassHealth Provider Directory on mass.gov</a>	<a href="#">Massachusetts Behavioral Health Partnership</a>
Managed Care Organization (MCO)	Health Plan's Provider Directory*	Health Plan's Provider Directory*	Health Plan's Provider Directory*
Primary Care Clinician (PCC) Plan	<a href="#">MassHealth Provider Directory on mass.gov</a>	<a href="#">MassHealth Provider Directory on mass.gov</a>	<a href="#">Massachusetts Behavioral Health Partnership</a>

\*Links to a Health Plan's Provider Directory will be available through the "Compare Plans" section of MassHealth Choices.

# MassHealth Provider Directory









URL: <https://masshealth.ehs.state.ma.us/providerdirectory/>

This tool allows members to find providers participating in the PCC plan and the three Primary Care ACO Plans:

- Partners Health Care Choice
- Steward Health Choice
- Community Care Cooperative (C3)

The table at the top will direct members to the correct resources to search for primary care, specialist, or behavioral health providers.

**Important:** This site is **not** for members in the following plans: ACO Partnership Plan, MCO, SCO, PACE, or One Care.

Search for providers in one of these plans:		Primary Care	Specialists	Behavioral Health
	<b>MassHealth Network</b> Also for age 65+ and those with secondary insurance	SCROLL DOWN	SCROLL DOWN	<a href="#">CLICK HERE</a> 
	<b>Primary Care Clinician (PCC) Plan</b>	SCROLL DOWN	SCROLL DOWN	<a href="#">CLICK HERE</a>
	<b>Partners HealthCare Choice*</b>	<a href="#">CLICK HERE</a>	SCROLL DOWN	<a href="#">CLICK HERE</a>
	<b>Steward Health Choice*</b>	<a href="#">CLICK HERE</a>	SCROLL DOWN	<a href="#">CLICK HERE</a>
	<b>Community Care Cooperative*</b>	<a href="#">CLICK HERE</a>	SCROLL DOWN	<a href="#">CLICK HERE</a>

\*These are the Primary Care ACO health plans. These health plans are not available for enrollment until **March 1, 2018**.

# MassHealth Provider Directory – Provider Search



Members can choose the plan they are interested in from the dropdown menu

Then, they can search for provider by provider type, service, or hospital

They can search by

Location

or

Keyword Search - where they can enter the name of a provider

**Search all MassHealth providers**

**Filter by Health Plan:**  
Health Plan:

**Type of Provider:**  
Primary Care:  
  
- OR -  
Specialty:  
  
- OR -  
Service:  
  
- OR -  
Hospital or Facility:

**Location:**  
Search by city or zip code:  
  
Example: Amherst or 01002

**Keyword Search:**  
Search for provider by name:  
  
Example: 'Smith, John' or 'Geiger Gibson Community Health Center'

**Search providers with expertise and experience with disabilities**

  
A Program of the Eunice Kennedy Shriver Center  


\*This information was obtained from surveys administered by a third party. It is not a complete list of MassHealth providers. If you have any questions about this tool, please use the [Contact Us](#) link on the [Disabilityinfo.org](#) site.

# Agenda



1. Provider Education and Community Strategy
2. Overview of PCDI
3. Continuity of Care (CoC)
4. Eligibility Verification System (EVS)
5. Provider Resources
6. Member Information and Resources

## **7. 2018 Provider Training & Education Schedule**



# Provider PCDI Webinar Schedule

## Phase II: Operations

January 2018		February 2018		March 2018	
Date	Time	Date	Time	Date	Time
01/09/18	1:00 PM	02/01/18	10:00 AM	03/01/18	10:00 AM
01/11/18	10:00 AM	02/06/18	1:00 PM	03/06/18	1:00 PM
01/16/18	1:00 PM	02/08/18	10:00 AM	03/08/18	10:00 AM
01/18/18	10:00 AM	02/13/18	1:00 PM	03/13/18	1:00 PM
01/23/18	1:00 PM	02/15/18	10:00 AM	03/15/18	10:00 AM
01/25/18	10:00 AM	02/20/18	1:00 PM	03/20/18	1:00 PM
01/30/18	1:00 PM	02/22/18	10:00 AM	03/22/18	10:00 AM
		02/27/18	1:00 PM	03/27/18	1:00 PM
				03/29/18	10:00 AM

To enroll in a webinar session, please register at the **MassHealth Learning and Productivity Center** at [www.masshealthtraining.com](http://www.masshealthtraining.com) and create your profile. Once you are registered, select the preferred course date and time available.



# Provider In-Person Events



Schedule of Upcoming PCDI Provider Events			
January 2018			
Location	Date	Time	Occupancy
<b>Bristol Community College</b> 777 Elsbree Street, Fall River, MA 02720	January 10, 2018	<b>Session 1:</b> 10:00 AM-11:30 AM <b>Session 2:</b> 1:00 PM-2:30 PM	150
<b>Holiday Inn</b> 30 Washington Street, Somerville, MA 02143	January 19, 2018	<b>Session 1:</b> 10:00 AM-11:30 AM <b>Session 2:</b> 1:00 PM-2:30 PM	70
<b>Lawrence Public Library</b> 51 Lawrence Street, Lawrence, MA 01841	January 25, 2018	<b>Session 1:</b> 10:00 AM-11:30 AM <b>Session 2:</b> 1:00 PM-2:30 PM	200
<b>UMass Medical School Amphitheater</b> 333 South Street, Shrewsbury, MA 01545	January 31, 2018	<b>Session 1:</b> 10:00 AM-11:30 AM <b>Session 2:</b> 1:00 PM-2:30 PM	100
March 2018			
Location	Date	Time	Occupancy
<b>Holiday Inn</b> 30 Washington Street, Somerville, MA 02143	March 5, 2018	<b>Session 1:</b> 10:00 AM-11:30 AM <b>Session 2:</b> 1:00 PM-2:30 PM	70
<b>Castle of Knights</b> 1599 Memorial Drive Chicopee, MA 01020	March 21, 2018	<b>Session 1:</b> 10:00 AM-11:30 AM <b>Session 2:</b> 1:00 PM-2:30 PM	300
<b>Berkshire Crowne Plaza</b> 1 West Street, Pittsfield, MA 01201	March 28, 2018	<b>Session 1:</b> 10:00 AM-11:30 AM <b>Session 2:</b> 1:00 PM-2:30 PM	100
To attend one of our events, please register at the MassHealth <b>Learning Management System (LMS)</b> via <a href="http://www.masshealthtraining.com">www.masshealthtraining.com</a> and create your profile. Once you are registered, select the preferred event date and time available under the Community Based Training Events tab.			



## 2018 Provider PCDI Training Schedule

- **Phase III** training will focus on MassHealth's Community Partners program
  - Trainings will be from April 1, 2018, through May 31, 2018
- To learn more about webinars/in-person sessions, please visit the **MassHealth Learning and Productivity Center** at [www.masshealthtraining.com](http://www.masshealthtraining.com)